



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

- (a) **Analyse** the operations function of a business organisation. (8 marks)
- (b) **Suggest** why both public sector organisations and private sector organisations exist in an economy. (12 marks)

Question 2

- (a) **Explain**, with the use of examples, what is meant by the division of labour in a business organisation. (8 marks)
- (b) **Discuss** whether division of labour makes the management of a business easier or harder. (12 marks)

Question 3

- (a) **Distinguish** between operations as a function and as a process. (8 marks)
- (b) **Discuss** the contribution of control systems to the management of businesses operating in the secondary sector of an economy. (12 marks)

Question 4

Analyse the relationship between operations and the supply chain. (20 marks)

Question 5

- (a) **Explain** what is meant by value chain analysis in a business. (8 marks)
- (b) **Discuss** why efficiency is so important to the operational management of a business organisation. (12 marks)