



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

- (a) **Distinguish** between the public sector and the private sector using examples to support your answer. (8 marks)
- (b) **Discuss**, with the use of examples, why some organisations do not aim to make a profit. (12 marks)

##### Question 2

- (a) **Explain** what the necessary characteristics of an effective and successful organisational structure would be. (8 marks)
- (b) **Analyse** how the relationships between different organisational functions in a business could be effectively managed. (12 marks)

##### Question 3

**Discuss** the most important principles of effective operations management in a business. (20 marks)

##### Question 4

- (a) **Explain** what is meant by the term 'supply chain'. (8 marks)
- (b) **Discuss** the impact of the supply chain on the operations of a large construction company. (12 marks)

##### Question 5

- (a) **Explain** how key performance indicators have been used by an organisation with which you are familiar to effectively manage its operations. (8 marks)
- (b) **Discuss** how effective the contribution of appropriate standards and benchmarks are to the evaluation of operations management. (12 marks)