



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Learners should attempt **ALL** questions

Question 1

- (a) **Identify** the main functions of the Human Resources Department in an organisation that you are familiar with. (8 marks)
- (b) **Differentiate**, with the use of examples, between a private sector and a not-for-profit organisation. (12 marks)

Question 2

Assess the impact of internal relationships in a business organisation on the quality and reliability of the products produced. (20 marks)

Question 3

- (a) **Illustrate**, with the use of examples, the value that Six Sigma could add to a business organisation. (8 marks)
- (b) **Discuss** the extent to which contingency theory can make a contribution to the study of operations management. (12 marks)

Question 4

- (a) **Explain** the role of procurement in a large business organisation. (8 marks)
- (b) **Evaluate** the ways in which the supply chain can impact on the operations of a supermarket. (12 marks)

Question 5

- (a) **Explain** how Key Performance Indicators (KPIs) can be used as part of the process of managing operations within a business. (8 marks)
- (b) **Discuss** how operations in a logistics organisation that you are familiar with can be changed to be more effective and efficient. (12 marks)