



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

Discuss the importance of the Human Resources function in business organisations. (20 marks)

Question 2

- (a) **Describe** how the idea of division of labour is applied in business organisations. (8 marks)
- (b) **Discuss** the impact of internal relationships within an organisation on the quality of the output. (12 marks)

Question 3

- (a) **Explain** what is meant by scientific management theory. (8 marks)
- (b) **Discuss** the contribution that contingency theory can make to the management of a business. (12 marks)

Question 4

- (a) **Explain** what is meant by procurement. (8 marks)
- (b) **Discuss** the impact of the supply chain on the operations of an organisation. (12 marks)

Question 5

- (a) **Explain** how benchmarks can be used to aid the effective management of operations within an organisation. (8 marks)
- (b) **Discuss** the evaluation tools and techniques available to an organisation to help it effectively manage its operations. (12 marks)