



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

- (a) **Describe TWO** different functions within an organisation. (8 marks)
- (b) Using your answer to Part (a), **illustrate** how these two functions relate to each other for the benefit of the organisation. Use examples to support your answer. (12 marks)

Question 2

Explain how an organisation identifies key business objectives. (20 marks)

Question 3

- (a) **Describe** the terms 'knowledge management' **and** 'key performance indicators'. (4 marks)
- (b) Using your answer to Part (a), **suggest** ways in which an organisation would use key performance indicators in relation to their overall business strategy. **Justify** your answer. (16 marks)

Question 4

- (a) **Explain** the terms 'supply chain' **and** 'operations management'. (6 marks)
- (b) **Illustrate** the connection between the supply chain and operations management in an organisation. Use examples to support your answer. (14 marks)

Question 5

- (a) **Describe TWO** elements within operations management. (4 marks)
- (b) Using your answer to Part (a), **explain** the effect of **both** on the efficiency of the company. (16 marks)