



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

- (a) **Describe TWO** functions which can be found in a **services** organisation. (4 marks)
- (b) Referring to your answer to Question 1a, **illustrate** the interrelationship between these **TWO** functions in a **services** organisation you are familiar with. (16 marks)

Question 2

Discuss how the interrelationship of business functions could help to enhance the business success of an organisation you are familiar with. (20 marks)

Question 3

- (a) **Describe TWO** models of operational management. (4 marks)
- (b) Referring to your answer to Question 3a, **compare TWO** ways in which these models could be applied in an organisation. (10 marks)
- (c) Referring to your answer to Question 3b, **suggest** which model is the most appropriate for an organisation you are familiar with. **Justify** your answer. (6 marks)

Question 4

- (a) **State TWO** components of a supply chain. (2 marks)
- (b) **Describe ONE** way in which the operations function of an organisation supports a supply chain. (4 marks)
- (c) **Illustrate** the relationship between operations and the supply chain for manufacturing organisations. Use examples to support your answer. (14 marks)

Question 5

- (a) **Explain ONE** way in which an organisation can use project planning to manage its operations efficiently and effectively. (4 marks)
- (b) **Illustrate TWO** ways in which the operations function of a manufacturing organisation you are familiar with could be managed more effectively and efficiently. Use examples to support your answer. (16 marks)

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