



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

Assess, with the use of examples, the impact that decisions taken by Operations Managers can have on the success of a business. (20 marks)

Question 2

(a) Explain why all organisations need structure. (8 marks)

(b) Discuss, with the use of examples, the impact that organisational structures can have on organisational relationships. (12 marks)

Question 3

(a) Identify **TWO** elements of scientific management theory. (8 marks)

(b) Suggest why there is a need for flexibility in operations management. (12 marks)

Question 4

(a) Describe the supply chain of a business that produces and sells furniture. (8 marks)

(b) Discuss how a furniture business could reduce costs at all stages of the supply chain. (12 marks)

Question 5

(a) Compare the effectiveness of **TWO** evaluation tools or techniques that could be used by a business to manage its operations. (8 marks)

(b) Recommend how a car manufacturer could improve the efficiency of its operations. (12 marks)