



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

Discuss, with the use of examples, the role of not-for-profit organisations. (20 marks)

Question 2

Explain what is meant by division of labour. (8 marks)

Discuss the advantages and disadvantages to both employees and employers of division of labour in a production factory. (12 marks)

Question 3

Explain what is meant by logistics in relation to the supply of food from a warehouse to shops. (8 marks)

Discuss the importance of procurement to a pharmaceutical company. (12 marks)

Question 4

Explain **TWO** principles of operations management. (8 marks)

Discuss how control systems can be applied to the manufacture of toys. (12 marks)

Question 5

Explain **TWO** features of an evaluation cycle. (8 marks)

Discuss, with the use of examples, the contribution that standards and benchmarks can make to a chain of restaurants. (12 marks)