



Professional Qualification in BUSINESS MANAGEMENT Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

Assess the importance of the Accounting and Finance function of a large private sector organisation. (20 marks)

Question 2

(a) Explain why the quality of a product is important to the continued success of a business. (8 marks)

(b) Discuss, with the use of examples, the impact of internal relationships within an organisation on the quality of its goods or services. (12 marks)

Question 3

(a) Distinguish, with the use of examples, between operations and operations management. (8 marks)

(b) Discuss why six sigma is so important to effective operations management in many organisations. (12 marks)

Question 4

(a) Describe what is involved in a supply chain structure. (8 marks)

(b) Discuss the relationship between operations and the supply chain in a car production business. (12 marks)

Question 5

(a) Describe **TWO** features of a value chain analysis. (8 marks)

(b) Assess, with the use of examples, the importance of Key Performance Indicators (KPIs) in the evaluation of the system of operations management in an aircraft production firm. (12 marks)