



## **Professional Qualification in BUSINESS MANAGEMENT**

### **Level 4 Diploma**

#### **UNIT 3 - OPERATIONS MANAGEMENT**

##### **Question 1**

Suggest, with the use of examples, why some organisations operate in the public sector and some in the private sector. (20 marks)

##### **Question 2**

- (a) Assess the contribution of division of labour to the effectiveness of organisations. (8 marks)
- (b) Recommend how the management of organisational relationships could be made more effective. (12 marks)

##### **Question 3**

- (a) Explain what is meant by contingency theory. (8 marks)
- (b) Discuss how contingency theory can be used to improve the effectiveness of the management of an organisation. (12 marks)

##### **Question 4**

- (a) Explain, with the use of examples, what is meant by procurement. (8 marks)
- (b) Suggest how the effectiveness of an organisation's supply chain could be measured. (12 marks)

##### **Question 5**

- (a) Explain how an evaluation cycle can help to enhance the effectiveness of the management of operations within a business. (8 marks)
- (b) Discuss, with the use of examples, how strategic operations can be used to improve the competitiveness of a business. (12 marks)