



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

- (a) Analyse **TWO** functions of the human resources (HR) department of an organisation. (8 marks)
- (b) Discuss the relationship between the HR and the sales and marketing functions of a business. (12 marks)

Question 2

- (a) Explain what is meant by holistic planning in the context of a logistics and distribution firm. (8 marks)
- (b) Discuss, with the use of examples, how business organisations operate as a system. (12 marks)

Question 3

Differentiate between operations as a function and as a process. (20 marks)

Question 4

- (a) Describe **TWO** ways in which improved supply chain relationships could help to give a business a competitive advantage over its rivals. (8 marks)
- (b) Discuss the impact of the supply chain on the operations of a construction company. (12 marks)

Question 5

- (a) Describe **TWO** tools or techniques used to evaluate the effectiveness of the operations of a business. (8 marks)
- (b) Discuss the contribution of value chain analysis to an evaluation of the petrochemical industry. (12 marks)