



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

**Discuss** the relative advantages and disadvantages of a railway business operating in the public sector. (20 marks)

##### Question 2

(a) **Explain** why division of labour can lead to a low level of motivation for workers. (8 marks)

(b) **Discuss** why an increase in the size of an organisation can lead to a decrease in the quality of its products. (12 marks)

##### Question 3

(a) **Explain** why a shipping company should always be aware of the importance of contingency planning. (8 marks)

(b) **Discuss** whether operations management can be described as a science. (12 marks)

##### Question 4

(a) **Describe TWO** principles of supply chain management for a furniture company. (8 marks)

(b) **Discuss** the key logistical challenges for a large entertainment theme park. (12 marks)

##### Question 5

(a) **Describe TWO** Key Performance Indicators for a recording company. (8 marks)

(b) **Discuss** what is involved in an effective value chain analysis. (12 marks)