



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

- (a) Explain the importance of the production function in organisations. (8 marks)
- (b) Discuss the contribution that the operations function can make to an effective business organisation. (12 marks)

##### Question 2

- (a) Explain how business organisations can be structured differently. (8 marks)
- (b) Discuss what is meant by holistic planning in an organisation. (12 marks)

##### Question 3

Discuss the value that six-sigma could add to different types of organisations. (20 marks)

##### Question 4

- (a) Explain the principles of supply chain structures. (8 marks)
- (b) Discuss how different supply chain structures relate to manufacturing and service delivery. (12 marks)

##### Question 5

- (a) Explain what is meant by the evaluation cycle. (8 marks)
- (b) Discuss, in relation to an organisation with which you are familiar, the importance of value chain analysis. (12 marks)