



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

- (a) **Describe** the different business functions that take place in organisations. (8 marks)
- (b) **Discuss** the importance of the interrelationships between the different business functions to the success of a firm. (12 marks)

##### Question 2

**Discuss** the links between the success of an organisation's business strategy and key performance indicators and knowledge management. (20 marks)

##### Question 3

- (a) **Describe** the different models of, and approaches to, operations management. (8 marks)
- (b) **Discuss** the key strengths and weaknesses of these different approaches. (12 marks)

##### Question 4

- (a) **Describe** the relationship between operations and the supply chain. (8 marks)
- (b) **Discuss** how an operations manager utilises the supply chain. (12 marks)

##### Question 5

- (a) **Explain** what is meant by the concept of Total Quality Management. (8 marks)
- (b) **Discuss** the importance of combining operations with quality across the full range of an organisation's activities. (12 marks)