



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

- (a) **Describe** the purpose of **TWO** business functions. (6 marks)
- (b) **Illustrate TWO** ways in which operational activities can be represented as systems. Use examples or diagrams to support your answer. (14 marks)

##### Question 2

- (a) **Differentiate** between **TWO** approaches to managing operations. (10 marks)
- (b) **Illustrate how** an operations manager involved in the service sector uses a supply chain. Use examples to support your answer. (10 marks)

##### Question 3

- (a) **Illustrate how** an operations manager can use a supply chain to manage cash flow. Use examples to support your answer. (10 marks)
- (b) **Differentiate** between supply chains for organisations involved in the delivery/manufacture of goods and supply chains for organisations involved in the service sector. (10 marks)

##### Question 4

**Discuss how** workforce **and** materials resource planning could be managed in order to maximise operational efficiency and effectiveness. (20 marks)

##### Question 5

- (a) **Illustrate ONE** way in which Total Quality Management (TQM) could be applied to operational activities throughout an organisation. (10 marks)
- (b) **Compare** the disadvantages of **TWO** different inventory control systems. (10 marks)