



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 3 - OPERATIONS MANAGEMENT

Question 1

Discuss the importance of the accounting and finance function of a business organisation. (20 marks)

Question 2

(a) **Distinguish** between different types of organisational structure. (8 marks)

(b) **Discuss** how the concept of holistic planning could be applied to the organisation of a large publishing business. (12 marks)

Question 3

(a) **Explain** the contribution that contingency theory can make to the study of operations management. (8 marks)

(b) **Discuss** the role of six sigma in operations management. (12 marks)

Question 4

(a) **Explain** what is meant by a supply chain structure. (8 marks)

(b) **Assess** the importance of procurement in operations management. (12 marks)

Question 5

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

(b) **Discuss** how value chain analysis can contribute to the effective evaluation of operations management within a business organisation. (12 marks)