



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

**Discuss** the role of the human resources function in a business. (20 marks)

##### Question 2

(a) **Explain** what is meant by holistic planning. (8 marks)

(b) **Assess** why the effective management of organisational relationships is crucial to the success of a business operating in the private sector. (12 marks)

##### Question 3

(a) **Explain** what is meant when operations are described as a process. (8 marks)

(b) **Discuss** why contingency theory is important to the survival of a business. (12 marks)

##### Question 4

(a) **Explain**, with the use of examples, what is meant by a supply chain. (8 marks)

(b) **Discuss** why the success of a manufacturing company is determined not only by the quality of its production but also by the quality of its delivery service. (12 marks)

##### Question 5

(a) **Explain** the importance of standards to a business operating in the pharmaceutical industry.  
(b) (8 marks)

(b) **Discuss** how the evaluation of the operations within a business could be improved. (12 marks)