

Assignment front sheet

Qualification	Unit number and title
Pearson BTEC Level 5 HND Diploma Business	Unit 34: Operations Management in Business

Assignment title	Operations Management for a Typical Business
------------------	--

Learning Outcome	Learning outcome	Assessment Criteria	In this assessment you will have the opportunity to present evidence that shows you are able to:	Task no.	Evidence (Page no)
LO1	Understand the nature and importance of operational management	1.1	explain why operations management is important for organisations		
		1.2	analyse the operations functions of a selected organisation		
		1.3	evaluate, by using a process model, the operations management of a selected organisation		
LO2	Understand the link between operations management and strategic planning	2.1	appraise the importance of the 'Three Es' to organisations		
		2.2	assess the impact of the tension between cost minimisation and quality maximisation in organisations		
		2.3	evaluate the significance of the five performance objectives that underpin operations management to organisations		
LO3	Understand how to organise a typical production process	3.1	assess how linear programming adds value to a given production process		
		3.2	evaluate critical path analysis and network planning		
		3.3	justify the need for operational planning and control in a selected production process		
LO4	Be able to apply relevant	4.1	produce a set of clearly defined operational outcomes for a selected organisation		

	techniques to the production of an operational plan for an organisation.	4.2	produce a network plan indicating the resultant critical path		
		4.3	justify how quality management techniques are applied to improve operations in a selected organisation		

MIRACLE SKILLS

In addition to the above PASS criteria, this assignment gives you the opportunity to submit evidence in order to achieve the following MERIT and DISTINCTION grades

Grade Descriptor	Indicative characteristic/s	Contextualisation
M1 Identify and apply strategies to find appropriate solutions	<p>Effective judgements have been made.</p> <p>An effective approach to study and research has been applied.</p>	<p>In order to achieve M1, have effective judgements and approach to explain importance of operations management and its linkage with strategic planning Task 1</p>
M2 Select / design and apply appropriate methods / techniques	<p>Relevant theories and techniques have been applied.</p> <p>The design of methods/techniques has been justified</p>	<p>In order to achieve M2, apply and design relevant theories and techniques to organise a typical production process and apply relevant techniques to the production of an operational plan Task 2</p>
M3 Present and communicate appropriate findings	<p>The appropriate structure and approach has been used</p> <p>A range of methods of presentation have been used and technical language has been accurately used</p>	<p>In order to achieve M3, use appropriate structure and have accurate technical language to explain importance of operations management , its linkage with strategic planning , organise a typical production process and apply relevant techniques to the production of an operational plan Task 1 and Task 2</p>
D1 Use critical reflection to evaluate own work and justify valid conclusions	<p>Conclusions have been arrived at through synthesis of ideas and have been justified.</p> <p>Realistic improvements have been proposed against defined characteristics for success.</p>	<p>In order to achieve D1, have conclusions and realistic improvements to explain importance of operations management , its linkage with strategic planning , organise a typical production process and apply relevant techniques to the production of an operational plan Task 1 and Task 2</p>
D2 Take responsibility for managing and organising activities	<p>The importance of interdependence has been recognised and achieved</p>	<p>In order to achieve, D2 demonstrate interdependence to organise a typical production process and apply relevant techniques to the production of an operational plan Task 2</p>
D3 Demonstrate convergent /lateral / creative thinking	<p>Receptiveness to new ideas is evident</p> <p>Ideas have been generated and decisions taken</p>	<p>In order to achieve D3, you will demonstrate receptiveness to new ideas and have decisions to explain importance of operations management and its linkage with strategic planning. Task 1</p>

Assignment brief

Unit number and title	Unit 34: Operations Management in Business
Qualification	Pearson BTEC Level 5 HND Diploma in Business

Assignment title	Operations Management for a Typical Business
-------------------------	--

Purpose of this assignment

For this assignment you are required to produce a report. You should explain the nature and importance of operational management and the linkage between operations management and strategic planning. You should also organise a typical production process and apply relevant techniques to the production of an operational plan for a typical business.

Scenario

Furniture Supplier company who provides finished good to leading furniture retailers are reviewing their management of operations and would like to investigate new ideas which can be implemented to improve efficiency and effectiveness of their business.

Task 1 (LO 1: 1.1, 1.2, 1.3, and LO 2: 2.1, 2.2, 2.3)

Write a report focusing on operations functions, Strategic operation management, Organisation of operation process and planning and control in operation. This report should include,

- an explanation of why operations management is important for organisations **(AC 1.1)**
- analyse the operations functions of a selected organisation **(AC 1.2)**
- evaluation, by using a process model, of the operations management of a selected organisation **(AC 1.3)**
- an explanation of the 'three Es' (economy, efficiency and effectiveness) **(AC 2.1)**
- an explanation of the tension between cost minimisation and quality maximisation **(AC 2.2)**
- evaluation of the significance of the five performance objectives cost; dependability; flexibility; quality and speed that underpin operations management **(AC 2.3)**

In order to achieve M1, have effective judgements and approach to explain importance of operations management and its linkage with strategic planning

In order to achieve M3, use appropriate structure and have accurate technical language to explain importance of operations management and its linkage with strategic planning

In order to achieve D1, have conclusions and realistic improvements to explain importance of operations management and its linkage with strategic planning

In order to achieve D3, you will demonstrate receptiveness to new ideas and have decisions to explain importance of operations management and its linkage with strategic planning.

Task 2 (LO 3: 3.1, 3.2, 3.3 and LO 4: 4.1, 4.2, 4.3)

Develop a set of process documents with explanation to assess and evaluate effective operations management at the furniture supplier company.

- Explain linear programming and assess how it adds value to a given production process **(AC 3.1)**
- Evaluate critical path analysis and network planning **(AC 3.2)**
- Explain the need for operational planning and control in producing a furniture **(AC 3.3)**
- Design and discuss possible layouts for producing furniture and clearly define operational outcomes. (Candidate may consider specific product category when designing the layout) **(AC 4.1)**
- Produce a network plan and indicate the resultant critical path for any design process of the company **(4.2)**
- Identify approaches can be used for project management and quality control in sales, stock or purchases process **(4.3)**.

In order to achieve M2, apply and design relevant theories and techniques to organise a typical production process and to have operational plan for a typical business

In order to achieve M3, use appropriate structure and have accurate technical language to organise a typical production process and to have operational plan for a typical business

In order to achieve D1, have conclusions and realistic improvements to organise a typical production process and to have operational plan for a typical business

In order to achieve, D2 demonstrate interdependence to organise a typical production process and to have operational plan for a typical business

Evidence checklist	Summary of evidence required by student	Evidence presented
Task 1	Develop a report to explain importance of operations management and its linkage with strategic planning. The report must be written in professional manner and properly referenced. The report should comply with the word count of 2000 with +/- 10% margin. You may use tables and diagrams to support your report to illustrate the text. Word count excludes the index, headings, information contained in tables, references and bibliography.	
Task 2	Develop a report to organise a typical production process and apply relevant techniques to the production of an operational plan for a typical business. The report must be written in professional manner and properly referenced. The report should comply with the word count of 1000 with +/- 10% margin. You may use tables and diagrams to support your report to illustrate the text. Word count excludes the index, headings, information contained in tables, references and bibliography.	

Achievement Summary

Qualification	Pearson BTEC Level 5 HND Diploma in Business	Assessor name	
Unit Number and title	Unit 34: Operations Management in Business	Student name	
Criteria Reference	To achieve the criteria the evidence must show that the student is able to:	Achieved? (tick)	
LO 1			
1.1	explain why operations management is important for organisations		
1.2	analyse the operations functions of a selected organisation		
1.3	evaluate, by using a process model, the operations management of a selected organisation		
LO 2			
2.1	appraise the importance of the 'Three Es' to organisations		
2.2	assess the impact of the tension between cost minimisation and quality maximisation in organisations		
2.3	evaluate the significance of the five performance objectives that underpin operations management to organisations		
LO 3			
3.1	assess how linear programming adds value to a given production process		
3.2	evaluate critical path analysis and network planning		
3.3	justify the need for operational planning and control in a selected production process		
LO 4			
4.1	produce a set of clearly defined operational outcomes for a selected organisation		
4.2	produce a network plan indicating the resultant critical path		
4.3	justify how quality management techniques are applied to improve operations in a selected organisation		
Higher Grade achievements (where applicable)			
Grade descriptor	Achieved? (tick)	Grade descriptor	Achieved? (tick)
M1: Identify and apply strategies to find appropriate solutions		D1: Use critical reflection to evaluate own work and justify valid conclusions	
M2: Select/design and apply appropriate methods/techniques		D2: Take responsibility for managing and organising activities	
M3: Present and communicate appropriate findings		D3: Demonstrate convergent/lateral /creative thinking	