

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Management
Professional Level

MANAGING OPERATIONS

4177/01

4250/01

Optional Module

Valid between 1 January 2005 and 31 December 2005

READ THESE INSTRUCTIONS FIRST

You should read the assignment carefully.

It is important to complete the **Assignment Cover Sheet** when you have finished your work. You must complete the details and sign the declaration to confirm that the assignment is all your own work and your tutor must sign to verify that it is your own work.

The length of the assignment must be no more than 3000 words.

This document consists of **2** printed pages.



Managing Operations – Optional Module

Title: Operational Management to meet Organisational Objectives

Your start point for undertaking this assignment is to familiarise yourself with the syllabus for this module and the associated assessment criteria.

For this assignment you should work with your own organisation or one that is familiar to you. Describe the organisation, its purpose, products and/or services and the department or project you work for (or the department/project you have selected).

Describe your organisation's key objectives and strategy for the next year or more and explain how your department or project will contribute to this. Prepare a brief overview of the operational activity of the organisation, indicating where your department or project fits into this. Prepare an operational overview of your area of responsibility indicating the inputs, processes and outputs. You should include an overview of the internal and external supply chain and an understanding of how materials, information and other resources flow through the operation as a whole.

Using diagrammatic presentation, describe the production and information flows through your department or project indicating the critical path and potential bottlenecks. Describe the agreed standards of performance and specifications within each part of the process and how quality and Health and Safety are controlled.

Plan the work activities for your department or project for the next suitable period of time, ideally about 2 months, clearly showing who is responsible for what, when and how. Also indicate in your plan how you will deal with unplanned circumstances and how quality of operations will be maintained.

Monitor progress against the operational plan, keeping clear records of quality and how deviations from the plan were dealt with.

Write a short report to your manager summarising your findings and identifying areas for improvement in terms of operational processes and/or resources, clearly showing how these will contribute to the overall objectives of the organisation.

You must include in your assignment all documentation, notes and materials generated from each stage of the study.

You are not expected to include confidential information on your organisation, its personnel or performance.

In writing the report, you should adopt an appropriate business format and show how knowledge and understanding of managing operations have been applied in line with the module syllabus.

Indicate the number of words used at the start of your assignment report.

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