



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

MANAGING OPERATIONS

4250/01

Optional Module

Valid between 1 January 2007 and 31 December 2007

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. Marks will be deducted from assignments that exceed the word limit.

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This document consists of **3** printed pages.



Managing Operations – Optional Module

Title: Operational Excellence

Your start point for undertaking this assignment is to familiarise yourself with the module syllabus and the associated assessment objectives and competence criteria so that your understanding and application of them will feature in your submitted report.

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) and your involvement with it.

Describe your organisation's objectives for the next year (or other appropriate time period) and explain how your department or project will contribute to these. Identify the customers (internal and external) of your department or project and describe their requirements for delivery and standards. Produce a diagram of your department or project showing the inputs, transformational processes and outputs.

Expand your diagram by illustrating the production and information flow through your department or project and clearly indicate the critical path and any potential bottlenecks. Explain the features of your diagram and include a key to any symbols used. Describe the agreed standards of performance and specifications within each part of the process and explain how quality and Health and Safety are managed and controlled.

Describe any international quality standards that exist in your department and show how the structure and features of your diagram comply with these.

Plan the work activities for your department or project for the next suitable period of time, ideally about 2 months (but this timeframe may depend on the nature of the business). Clearly show the tasks to be achieved, their associated timescales and who is responsible for their achievement. Identify aspects that may go wrong and explain why this could be the case. Indicate in your operational plan how you will deal with such circumstances in order to ensure the objectives are met.

Over a suitable period of time, monitor progress against the operational plan. Make a note of any deviations from the original plan and explain how these were dealt with. Summarise your findings and identify areas for improvement in the operational processes and/or resource utilisation.

Write a short report to your manager summarising your findings. Make recommendations for change based on your monitoring and indicate to your manager how these changes will enhance the department or project and contribute to the overall objectives of the organisation.

You must include in your assignment report 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.

At the start of your assignment report, indicate the number of words used, which should not exceed the maximum permitted total of 3000.

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