

Student Name: _____

BUSINESS MANAGEMENT

Unit 3

Targeted Evaluation Task for School-Assessed Coursework 1



2017 Test on Operations Management for Outcome 3

Recommended writing time*: 100 minutes

Total number of marks available: 40 marks

TASK BOOK

* The recommended writing time is a guide to the time students should take to complete this task. Teachers may wish to alter this time and can do so at their own discretion.

Conditions and restrictions

- Students are permitted to bring into the room for this task: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the room for this task: blank sheets of paper and/or white out liquid/tape.

Materials supplied

- Question and answer book of 11 pages.

Instructions

- Print your name in the space provided on the top of the front page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic communication devices into the room for this task.

Instructions

Answer **all** the questions in the space provided.

Question 1 (2 marks)

Outline the relationship between operations management and business objectives.

Question 2 (10 marks)

A number of independent bus operators run the Victorian metropolitan and regional bus network including Sita Bus Lines, Transdev Melbourne and Bacchus Marsh Coaches.

- a.** Explain the key elements of the operations system as it applies to a bus company. 6 marks

4 marks

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Question 3 (1 mark)

Define website development.

Question 4 (6 marks)

A rapid acceleration in automation technology including cheaper and advanced robotics could lead to the job losses of more than 5 million jobs in the next two decades.

Discuss technological developments and their impact on operations management today.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.

Question 5 (6 marks)

The job of the materials manager is to ensure that the right quality materials are available at the right time and price.

Analyse **two** tools that operations managers use to optimize materials forecasting and planning.

[illegible]

Question 6 (4 marks)

Aldi had to recall all of its Bakers Life hot dog rolls in July 2016 after the potential for foreign objects was discovered in these products.

Describe the importance of quality control and the effect a product recall can have on both the retailer and the producer.

[illegible]

Question 7 (5 marks)

Explain the impact of waste minimisation strategies on the production process including lean management.

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Question 8 (2 marks)

A socially responsible organisation has the capacity to develop community goodwill and a positive reputation with its stakeholders.

Describe **one** way this can be achieved in an operations system.

Question 9 (4 marks)

Global outsourcing in Australia has become big in the past few years as more and more companies learn about the advantages of shifting some of their operations offshore or to a third-party provider.

Define global outsourcing and include **one** advantage and **one** disadvantage of this process in your answer.

Total 40 marks

END OF TASK BOOK

Additional space for answers. Please number the question clearly.

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