

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

CAMBRIDGE MANAGEMENT AWARD

EXECUTIVE CERTIFICATE

MODULE ASSIGNMENT

MODULE TITLE: **Managing Operations**

MODULE NUMBER: **4177/B**

Valid between 1 January 2002 and 31 December 2002

INSTRUCTIONS TO CANDIDATES

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 between 2000 and 3000 words.



UNIVERSITY *of* CAMBRIDGE
Local Examinations Syndicate

Executive Certificate Module 4177/B

Managing Operations – Option Module

Title: Process Documentation

1. Identify the key operational activities within your business unit which contribute to meeting your own and the organisation's objectives.

Prepare, including diagrammatic and graphical presentation, a process review of all these key activities, showing the production and information flow through the activity, the critical path and the potential bottlenecks.

2. Prepare a process document for **three** key activities, which reflect at least the following:

- Identified critical path and bottlenecks
- Agreed standards of performance and specifications within each part of the process
- The purpose, scope, references, definitions and procedure of the process
- Quality and Health & Safety compliance

If process documents exist, carry out a review to ensure they are up to date and reflect the issues outlined above.

3. Use the process document to review each process from start to finish, noting any differences which occur in practice. You should then describe how you carried out this review, comment on these differences and offer explanations. You may wish to amend the process document in the light of your observations.
4. Present your process documents to your team for their comments and amendments in the light of common or best practices. Ensure that quality and H&S standards are not compromised by any such amendments.
5. Present your amended process documentation to your manager and other concerned specialists, such as the people responsible for Quality, Compliance or H&S and seek their comment.

Amend your process documents in line with their comments if appropriate.

6. Correctly record and store your documentation in line with your organisation's policies and procedures.

You should include all diagrams, calculations, printouts and briefing documents in your assignment. You must also include all drafts of the documentation, clearly labelled and annotated, showing what changes have been made from one draft to the next, explaining why these were made.

You must include in your assignment all documentation, notes and materials generated from each stage as shown above.

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