

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Management
Executive Certificate

MANAGING OPERATIONS

4177/01
4250/01

Optional Module

Valid between 1 January 2003 and 31 December 2003

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 between 2000 and 3000 words.

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



Executive Certificate Module 4177/C

Managing Operations – Option Module

Title: Operations Review

For this assignment, you are required to study and review the operational activity in a part of your organisation with which you are currently unfamiliar. Your first task, then, is identify a department and obtain permission from relevant people to use it as a study.

It is important that you are able to present your findings to the manager of your selected department for their comment. You may wish to discuss this at this stage, making clear that the presentation will be a description of the operation and not a critical review.

1. Having identified the operational area for study and gained the required permissions, you should prepare a brief overview of the operational activity, including at least the inputs, processes and outputs. This should include an overview of the supply chain and an understanding of how materials and other resources flow through the operation as a whole. You may use diagrammatic and graphical presentation.
2. Carry out research to identify, in overview, the production and information flow through the operation as a whole, the critical path and the potential bottlenecks. Prepare presentational material which makes these clear.
3. Prepare a process document for **three** key activities within the overall operational activity, which reflects 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 & Health and Safety compliance

4. Give a formal presentation of your findings to the manager of the operation under review. Ensure that your presentation is analytical and descriptive and is not critical of either the operation itself or the standards met.

Seek feedback from the manager and record this.

You must include in your assignment all documentation, notes and materials generated from each stage, including the following:

- Statements of permission from your own manager and the manager of the review area
- The overview of the operational activity
- The detailed review of 3 key activities
- All presentational material
- Feedback from the manager

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