

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

**MANAGING OPERATIONS**

**4250/01**

Optional Module

Valid between 1 January 2006 and 31 December 2006

**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.

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



## **Managing Operations – Optional Module**

### **Title: Objectives through Operations to Success**

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

In general terms, explain why managing operations is important in achieving organisational objectives and describe some ways in which organisations manage their operations, both in terms of products and/or services.

Compare your findings with how your chosen department or project operates. Show how this contributes to the overall strategy and objectives of this organisation. Explain the operational activity of the organisation as a whole and indicate where your department or project fits into this. Produce an overview of your department or project and show the inputs, transformation processes and outputs, including how materials, information and other resources flow through. This may be done diagrammatically.

Using diagrammatic presentation, describe the production and information flow through your department or project and indicate the critical path and any potential bottlenecks. Describe the agreed standards of performance and specifications within each part of the process and specify how quality is controlled and health and safety is managed.

Describe how work is monitored against operational plans. Produce records from previous periods to illustrate how this is recorded. Review activities and use these to 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). Your plan should clearly show tasks to be achieved, timescales and responsibilities. Explain how you will deal with unpredictable circumstances and specify what these circumstances might be.

Monitor progress against the operational plan you have devised, keeping clear records of quality and of how deviations from the plan were addressed.

Write a short report to your manager summarising your findings and identifying areas for improvement in your chosen department or project in terms of operational processes and/or resources. Clearly show how your suggestions will 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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