

SAC3

Date: 7 October

You should be able to identify and evaluate the effectiveness of operations management.

Nature of task

Test – open-book analysis of a case study.

Scope of task

This task requires the student to complete an open-book analysis of a short case study to identify and evaluate the effectiveness of operations management. It will involve written responses to a set of questions related to case study material provided by the teacher. Students may consult study notes and other materials during completion of the task. The test should be completed over 60 minutes, including reading time. This task contributes 25 marks out of the 100 marks allocated for Unit 4.

Assessment criteria

Criterion 1 (5 marks)

Knowledge of operations management.

- You should be able to describe the characteristics of operations management.
- Describe the characteristics of an operations system with reference to the case study.

Criterion 2 (5 marks)

Explanation of specific characteristics of an effective operations system.

- Identification of specific characteristics of an effective operations system with reference to the case study.
- Description of the significance of specific characteristics of an effective operations system.

Criterion 3 (5 marks)

Evaluation of the effectiveness of an operations system.

- Application of specific characteristics of an effective operations system to the case study.
- Presentation of evidence from the case study to evaluate the effectiveness of an operations system.

Criterion 4 (10 marks)

Application of a strategy to optimise the effectiveness of an operations system.

- Description of a strategy to optimise the effectiveness of an operations system.
- Justification of the strategy used to optimise the effectiveness of the operations system depicted in the case study.