

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.

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**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

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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.

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**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.

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Total 40 marks

**END OF TASK BOOK**

