

Higher Business Management

Exam Style Questions – Operations

Write the answers to the following questions in your jotter. Pay careful attention to the number of marks allocated to each question, and to the command word used at the beginning of each question.

1. **Distinguish** between Job Production and Flow Production. (4)
2. **Describe** the production methods an organisation could use. (4)
3. **Compare** the benefits of Labour Intensive Production with Capital Intensive Production. (2)
4. **Compare** the costs of CAD and CAM. (2)
5. **Justify** the use of CAD in the design process. (4)
6. **Explain** the problems that can arise from “under” and “over” stocking. (5)
7. **Describe** what is meant by minimum stock level. (1)
8. **Describe** what is meant by reorder level. (1)
9. **Describe** what is meant by reorder quantity. (1)
10. **Describe** what is meant by lead time. (1)
11. **Discuss** the factors that should be taken into account when setting a stock reorder level. (4)
12. **Discuss** the advantages and disadvantages of a centralised stock control system. (4)
13. **Discuss** the use of a Just In Time stock control system. (6)
14. **Distinguish** between Centralised Storage and Decentralised Storage. (2)
15. **Justify** the use of EPOS within an organisation. (4)
16. **Describe** quality management systems that can be used within an organisation. (5)
17. **Describe** the benefits of a quality standard to an organisation and to its customers. (2)
18. **Discuss** the use of Mystery Shoppers within an organisation. (4)

19. **Explain** the costs and benefits to a business of adopting an ethical approach to operations. (6)
20. **Describe** the key features of fair trade. (2)
21. **Discuss** the use of the Fair Trade Mark by organisations. (6)
22. **Discuss** the implications to an organisation of being environmentally responsible. (6)
23. **Explain** why reuse is an effective method of achieving sustainability. (1)