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| <b>Unit Title</b>  | Managing operational resources (Y/506/1616)           |  |
| <b>Level</b>   | 4   |  |
| <b>Credit Value</b>  | 12  |  |
| <b>Learning Outcomes – the learner will be able to:</b>                                    | <b>Assessment Criteria – the learner can analyse:</b> |  |
| 1. Analyse the management of operations in relation to the business transformation process | 1.1   | describe the different <b>components</b> of the transformation process.  |
|  | 1.2   | identify the impact of <b>key technological advances</b> on the management of the transformation process.                      |
|  | 1.3   | explain the significance and impact of <b>Health and Safety procedures</b> on the transformation process.                      |
|  | 1.4   | describe the conduct and impact of <b>risk assessment techniques</b> .   |
| 2. Apply quality control measures and use quality improvement techniques                   | 2.1   | describe the effectiveness of different <b>methods of controlling quality</b> of a product or service.                         |
|  | 2.2   | explain how currently recognised international <b>Quality Management System (QMS) standards</b> can be used to assure quality. |
|  | 2.3   | explain the benefits of using <b>quality improvement techniques</b> .  |
| 3. Utilise financial data in operations management   | 3.1   | describe how significant <b>variances in financial data</b> can occur.   |
|  | 3.2   | explain how financial performance can be improved through the use of corrective action plans.                                  |
|  | 3.3   | explain how the effectiveness of <b>corrective action plans</b> can be evaluated.  |

| <b>Additional information about the unit</b>   |  |
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| <b>Unit purpose and aims</b>   | <p>This unit will allow learners to analyse the management of operational resources in an organisation. It enables learners to recognise the key role of the transformation process and how all aspects of operational management are built around it.</p> <p>The unit focuses on key areas of operations management: quality, the impact of technology, health and safety and budgetary control.</p> <p>On completion of the unit the learner will be able to:</p> <ul style="list-style-type: none"> <li>analyse the management of operations</li> <li>utilise financial data in operations management.</li> </ul> |
| <b>Unit expiry date</b>  | 31/03/2019   |
| <b>Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)</b> | In the assessment of this unit, the learner must ensure that the evidence that they produce covers the following:  |



1. The **key components** of the transformation process must include:
  - (a) recognising the need for change
  - (b) stakeholder consensus
  - (c) objectives
  - (d) development
  - (e) design
  - (f) implementation
  - (g) post change analysis.
2. The learner must describe the impact of one of the following **key technological advances** on the management of the business transformation process:
  - (a) web based applications
  - (b) tough books
  - (c) work planning and scheduling systems
  - (d) maintenance planning and monitoring systems.
3. The learner must explain significance and impact of one of the following **Health and Safety procedures** on the transformation process:
  - (a) Health and Safety at Work Act (HSWA)
  - (b) Working Time Directive
  - (c) Company policies and procedures
  - (d) Safe systems of work.
4. The learner must describe the conduct and impact, in terms of actual and potential benefits and costs, of one of the following **risk assessment techniques**:
  - (a) company system
  - (b) Health and Safety Executive (HSE) '5 steps' process
  - (c) event tree analysis.
5. The learner must describe the effectiveness of different **methods of controlling quality**, including an explanation of the principles of at least three of the following:
  - (a) HACCP
  - (b) Asset optimisation
  - (c) FMECA
  - (d) AQC
  - (e) Six Sigma.
6. International **Quality Management System (QMS) standards** must cover:
  - (a) the principles of ISO9000 and ISO9001
  - (b) how ISO9000 and ISO9001 might be applied to assure quality in the water industry.
7. The learner must explain how quality can be improved



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|   | <p>through the use of <u>one</u> of the following <b>quality improvement techniques</b>:</p> <ul style="list-style-type: none"><li>(a) HACCP</li><li>(b) Asset optimisation</li><li>(c) FMCEA</li><li>(d) AQC</li><li>(e) Six Sigma.</li></ul> <p>8. The learner must explain how <b>variances in financial data</b> can occur using an assignment based on their local or area operational budget, which includes:</p> <ul style="list-style-type: none"><li>(a) an explanation of the external and internal factors that influence the budget</li><li>(b) identification of the components of the budget</li><li>(c) a description of how the budget components are monitored</li><li>(d) identification and explanation of the reasons for significant variances from the budget.</li></ul> <p>9. The learner must evaluate the costs and benefits of two possible <b>corrective actions</b>.</p> <p>The assessment of this unit will be via a combination of centre-devised assignments and tests, and will be conducted in supervised conditions. The assessment strategy for the unit has been agreed with industry stakeholders.</p> |
| <b>Location of the unit within the subject/sector classification system</b> | 4.1 Engineering   |
| <b>Name of the organisation submitting the unit</b>                         | CABWI Awarding Body   |
| <b>Availability for use</b>   | Shared  |
| <b>Unit guided learning hours</b>   | 48  |