

UNIT 15: MANAGING BUSINESS ACTIVITIES TO ACHIEVE RESULTS



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» UNIT 15: MANAGING BUSINESS ACTIVITIES TO ACHIEVE RESULTS



LO 2: BE ABLE TO DEVELOP PLANS FOR OWN AEA OF RESPONSIBILITY TO IMPLEMENT OPERATIONAL PLANS.

» THE BASIC SYLLABUS

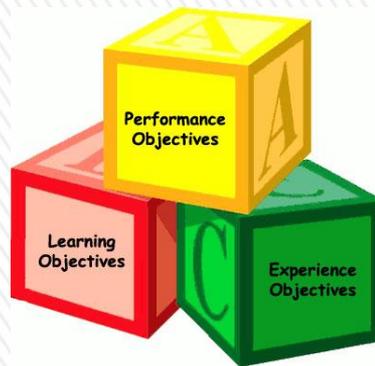


1. Understand the importance of business processes in delivering outcomes based upon business goals and objectives.
2. Be able to develop plans for own area of responsibility to implement operational plans.
3. Be able to monitor appropriate systems to improve organisational performance.
4. Be able to manage health and safety in the workplace.



» LEARNING OBJECTIVES

- » Be able to develop plans for own area of responsibility to implement operational plan



- » At the end of the class the students should be able to:
- » Implement appropriate systems to achieve objectives in the most efficient way, on time, to budget and meeting organizational standards of quality.



» OVERVIEW

- » The operational plan is an essential component to your business plan and it tells the reviewer how you are going to get your product/service out to market. That is, how are you going to get your product out of the production stage to the doorstep of you target customer.
- » The operational plan may seem mundane but it will outline some very important answers to such fundamental questions such as:
 - » – Who is doing what?
 - » – What are the day to day activities?
 - » – How will the suppliers and vendors be used?
 - » – Who are the suppliers?
 - » – What are the labour requirements?
 - » – What are the sources of raw materials?



» PRODUCT AND SERVICE SPECIFICATIONS AND STANDARDS

- » A product design specification is a collection of statements detailing the required elements of a project to be designed. This can include physical details, such as size, weight, or color, but may also include functional details, such as the tasks a product must be able to accomplish or the needs it must meet. Such specifications are a critical preliminary step in the product development process.



» PRODUCT AND SERVICE SPECIFICATIONS AND STANDARDS

- » Frequently, a number of people contribute to a product design specification. Common specification development team members include individuals from project management, procurement, engineering, graphic design, and production. Members of the information technology, operations, safety, and shipping departments also may be involved in some cases. If the product is being developed for a client, members of that client's team, possibly from the sales, marketing, and customer service departments, may participate as well.

» PRODUCT AND SERVICE SPECIFICATIONS AND STANDARDS

- » A service specification should start with a brief description of the nature and scope of the service required, the user group for whom the service will be provided and the overall purpose and aims of the service. Locally agreed principles or values underpinning the service are normally included at this point as well as relevant information about partnership working in this area.

» PRODUCT AND SERVICE SPECIFICATIONS AND STANDARDS

- » It may also be useful to include an explanation/definition of any technical terms used in the document as well as the recent background of the service or client group, for example is it a new service or existing one?
- » It should be made clear at the outset if the service specification is based on any national standards and related targets, or other national or local guidance as appropriate, or a local analysis of needs.



» PRODUCT AND SERVICE SPECIFICATIONS AND STANDARDS

- » Service standards outline the specific delivery targets established by an organization, and are made up of a set of commitments that an organization promises to honour when delivering a service. They also describe what a client or user can expect to receive from the service, and the manner in which the service will be delivered.



» MEETING QUALITY

- » Quality, as fitness for the customer's purpose, isn't always what organisations strive for. Too many focus on producing the goods and services which they are good at producing (or think they are good at).
- » Or they decide what customers should want rather than what they do want.
- » This view of quality is called production centred. It may involve producing very good products or services, but they don't always meet customers'
- » requirements.

» QUANTITY



- » Those in the favor of quantity generally agree that you can scale best by focusing on shorter posts that go live every couple days. The quantity camp believes that each blog post is like a lottery ticket and the more lottery tickets you have, the better your chances are at winning your lottery. Through sheer volume you will begin to attract more eyeballs in search engines, social networks, and the shareability factor. They argue that not every post is going to be earth shattering news, ground breaking, or identifying a new trend. But, rather, consistent, interesting posts are the best way to scale your personal brand.



» TIME AND COST OBJECTIVES

- » By when should the objective be met?
Time-line is critical. Humans work towards goals based on some pressure applied by the time of completion.
Hence, objectives should be time-bound.

» TIME AND COST OBJECTIVES



- » A cost object is any item for which costs are being separately measured. It is a key concept used in managing the costs of a business.
- » Here are some types of cost objects:
- » Output. The most common cost objects are a company's products and services, since it wants to know the cost of its output for profitability analysis and price setting.



» TIME AND » COST OBJECTIVES

- » Operational. A cost object can be within a company, such as a department, machining operation, production line, or process. For example, you could track the cost of designing a new product, or a customer service call, or of reworking a returned product.
- » Business relationship. A cost object can be outside of a company - there may be a need to accumulate costs for a supplier or a customer, to determine the cost of dealing with that entity. Another variation on the concept is the cost of renewing a license with a government agency.



» REVIEW QUESTION

- » KB has been making and selling pizza in Jamaica and has decided to review its current systems and procedure. They have contracted your services as a consultant to develop the following:-
- » 1. An appropriate system that can be used to achieve the objectives in a most efficient way on time and to budget and meeting organisational objectives.
- » 2. A work breakdown structure focusing on customer relation management.



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