Unit 15: Managing Business Activities to Achieve Results

Unit code: J/601/0946

QCF level: 4

Credit value: 15 credits

Aim

The aim of this unit is to provide learners with the understanding and skills to manage their activities in the business workplace to improve their effectiveness and efficiency.

Unit abstract

This unit focuses on the effective and efficient planning and management of business work activities. It gives learners with understanding and skills needed to design and implement operational systems to improve their effectiveness and efficiency and achieve the desired results for the business.

Learners are encouraged to consider the importance and interrelationship of business processes and the implementation of operational plans, together with quality systems and health and safety, in achieving satisfactory results.

Learning outcomes

On successful completion of this unit a learner will:

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.

Unit content

1 **Understand the importance of business processes in delivering outcomes based upon business goals and objectives**

Functions: interrelationships of functions, mission, aims, objectives and culture; interrelationship with processes

Processes: principles and models of effective process management; types of business process measures, output; quality gateways; how to evaluate suitability

2 **Be able to develop plans for own area of responsibility to implement operational plans**

Areas of responsibility: internal and external customers; customer orientation; market research; product development, principles and methods of short- to medium-term planning; designing plans; PERT; critical path analysis; work flow, prioritising workloads; how to develop SMART objectives; time management; how to analyse and manage risk; how to align resources with objectives; legal, regulatory and ethical requirements

Operational plans: product and service specifications and standards; meeting quality, quantity, time and cost objectives; systems e.g. Just-in-Time; value-added chains; statistical process control; coordinating activities; working within organisational constraints and limitations

3 **Be able to monitor appropriate systems to improve organisational performance**

Systems: Total Quality Management (TQM), TQM philosophy, principles, methods and techniques; quality systems, quality circles, ISO9000/EN29000 or subsequent current amendments, managing and monitoring quality

Organisational performance: principles of models which underpin organisational performance; types of performance measures and how to determine and set them; cost/benefit analysis; risk analysis; the value of a customer-focused culture; the importance of prevention rather than correction; importance of developing a continual improvement culture and how to involve others; planning, proposing, implementing and evaluating change; identifying wider implications of change within the organisation; Business Process Re-engineering (BPR)

4 **Be able to manage health and safety in the workplace**

Health and safety: legislation and regulations relating to health and safety at work; organisational policies and procedures regarding health and safety; risk assessment and monitoring; practical application of regulations; public attitudes and concerns relating to health and safety

Learning outcomes and assessment criteria

Learning outcomes On successful completion of this unit a learner will:	Assessment criteria for pass The learner can:
LO1 Understand the importance of business processes in delivering outcomes based upon business goals and objectives	1.1 evaluate the interrelationship between the different processes and functions of the organisation 1.2 justify the methodology to be used to map processes to the organisation's goals and objectives 1.3 evaluate the output of the process and the quality gateways
LO2 Be able to develop plans for own area of responsibility to implement operational plans	2.1 design plans which promote goals and objectives for own area of responsibility 2.2 write objectives, which are specific, measurable, achievable, realistic and time-based to align people and other resources in an effective and efficient way 2.3 implement appropriate systems to achieve objectives in the most efficient way, on time, to budget and meeting organisational standards of quality 2.4 carry out work activities meeting the operational plan through effective monitoring and control
LO3 Be able to monitor appropriate systems to improve organisational performance	3.1 design systems to manage and monitor quality standards specified by the organisation 3.2 demonstrate a quality culture to ensure continuous monitoring, evaluation and development of the process 3.3 recommend improvements which align with the organisation's objectives and goals and which result in improvements 3.4 report on the wider implications of proposed changes within the organisation

Learning outcomes	Assessment criteria for pass
On successful completion of this unit a learner will:	The learner can:
LO4 Be able to manage health and safety in the workplace	4.1 carry out risk assessments as required by legislation, regulation and organisational requirements ensuring appropriate action is taken
	4.2 demonstrate that health and safety regulations and legislation applicable in specific work situations are correctly and effectively applied
	4.3 carry out a systematic review of organisational health and safety policies and procedures in order to ensure they are effective and compliant
	4.4 carry out practical application of health and safety policies and procedures in the workplace.

Guidance

Links

This unit links with all other management units within this specification.

This unit also links to the Management and Leadership NOS as mapped in *Annexe B*.

Essential requirements

Tutors must build a bank of resource materials to ensure there is a sufficient supply of relevant information across a range of activities and processes.

Employer engagement and vocational contexts

Learners can generate evidence from a work placement or work experience. Some learners may have access to information from family owned and run businesses.

Centres should develop links with local businesses. Many businesses and chambers of commerce want to promote local business and are often willing to provide work placements, visit opportunities, information about businesses and the local business context and guest speakers.