

Assignment Question

Scenario

Learners may use their own employment context to write an assignment based on assessment tasks. Assessment tasks are learning outcomes of the unit associated with Assessment Criteria. You are required to generate sufficient evidence on assessment criteria to meet learning outcomes of the unit within the rules, regulations and standards to achieve credits of the unit. If you are not in employment, please use the following scenario.

Consider you are working as a Senior Manager of a small-medium sized insurance private limited organisation, which deals with its customers all over the world to sell its motor, home, life, savings and retirement insurance products and services. Your role includes organizational development, strategy development and change management to ensure the overall direction of the company is aligned with the strategic plan. Your interpersonal role includes working with staff and contractors, directing and representing them, monitor their work and communicate with external parties on the behalf of the company as well as efficient and effective decision making to improve the operations of organisations for existing and new products and services, negotiation with suppliers, handle crises, constructing budgets and allocating resources. Due to the change in the market and the increase in the global competition, you are required to write an assignment to bring change to your organisation, products and services by aligning business operations to the overall operational and strategic plan. Therefore, you are asked to write a report to meet learning objectives of following three assessment tasks, where you should identify resources, plan and allocate your organisation working activities, the setting and monitoring of performance measures and quality standards, and then taking appropriate action or making suitable recommendations to solve problems at work and managing the resulting change.

Task 1

Examine the importance of business processes in delivering business goals and objectives.

1.1: Identify and evaluate functions and the relationships between the them, of the selected organisation.

1.2: Identify the main processes of these organisational functions. Review methods and approaches for mapping organisational processes and evaluate the processes.

Assessment Criteria

1.1: Identify and evaluate organisational functions, their main processes and the relationships between the functions.

1.2: Review methods and approaches for mapping organisational processes.

Task 2

Investigate how business goals and objectives affect business operations.

2.1: Explain the effect of organisation mission, aims and objectives on the structure of the organisation.

2.2: Explain the effect of organisation mission, aims and objectives on the culture of the organisation.

2.3: Analyse different approaches to goal setting for organisations and set SMART objectives.

Assessment Criteria

2.1: Explain the effect of organisation mission, aims and objectives on the structure and culture of an organisation.

2.2: Analyse different approaches to goal setting for organisations.

2.3: Set SMART objectives.

Task 3

Develop and implement plans for an operational area.

3.1: Develop and introduce plans that support the achievement of the organisational goals and objectives. Use SMART objectives.

3.2: Monitor and control plans to make sure objectives are achieved.

Assessment Criteria

3.1: Develop and introduce plans that support the achievement of organisational goals and objectives.

3.2: Use SMART objectives.

3.3: Monitor and control plans to make sure objectives are achieved.