STUDENT

NAME

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**BUSINESS MANAGEMENT**

2020

**Unit 3 AOS3 SAC 3**

Reading time: 5 minutes

Writing time: 55 minutes

**QUESTION AND ANSWER BOOK**

Structure of book

**Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the assessment.**

* Students are to write in blue or black pen.
* Students are permitted to bring into the SAC: pens, pencils, highlighters, erasers, sharpeners and rulers.
* Students are NOT permitted to bring into the room: blank sheets of paper and/or white out liquid/tape.
* No calculator is allowed for this assessment.

**Materials supplied**

* Question and answer book
* Additional space is available at the end of the book if you need extra paper to complete an answer

**Instructions**

* Write your **name** in the space provided above on this page.
* All written responses must be in English.

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| --- | --- | --- | --- |
| *Section* | *Number of questions* | *Number of questions to be answered* | *Number of marks* |
| A | 3 | 3 | 30 |
|  |  |  | Total 30 |

SkinShine Bros Pty Ltd is a skin cosmetics company located in the outer Eastern suburbs of Melbourne. The business manufacture 2 skin products: an anti-ageing cream called “RQ21” and a sunscreen, called ‘Sun Block 3000”. The assembly line production method used by SkinShine uses a conveyor-belt where machines add labels and the creams to plastic bottles. A machine packs the bottles into boxes of 12 or 24 at the end of the production line.

CEO Greg Shine is concerned about falling profit levels. Tina Fiore has been recently employed and is the new Operations Manager. Greg has indicated that Tina’s performance will be judged on her ability to reduce the costs of production. In the last 2 years SkinShine’s input product costs have increased by 30%, but over the same time the sale price of SkinShine’s products on supermarket shelves and chemist stores has not changed.

**Question 1**

1. Describe two key elements of the operations system at SkinShine. In your response, use examples. 4 marks

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1. At a meeting Tina Fiore suggested adopting Computer-Aided Manufacturing in the production process.

Describe **one** advantage and **one** disadvantage of using this technology at SkinShine.

4 Marks

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1. Explain how the use of ‘forecasting’ and ‘Just-in-time’ materials methods could assist Tina in reducing the input and production costs of SkinShine. 6 Marks

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1. Describe why lean management could increase the level of efficiency of SkinShine. 3 marks

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Customer satisfaction surveys for SkinShine’s sunscreen product have revealed a drop in the quality of the product. The most significant problem highlighted being the inconsistency of the texture and durability of the product.

**Question 2**

1. Describe why SkinShine adopting the quality strategy of Quality Assurance, may improve the customer perception of the quality of SkinShine’s products. 4 marks

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Government authorities has asked manufacturers like SkinShine to “re-tool” during the COVID 19 Pandemic, manufacturing anti-bacterial creams or medical supplies.

At an emergency meeting Greg and Tina expressed a difference of opinion. Greg wanting to switch to making anti-bacterial creams as quickly as possible to take advantage of the high demand, but Tina disagreed, saying the increased costs of changing the production process, would hurt the profit figures.

**Question 3**

1. Evaluate the costs and benefits of SkinShine changing operations to make anti-bacterial creams. 6 Marks

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Skinshine’s transition to producing anti-bacterial would coincide with more product inputs being sourced from overseas.

1. Would you suggest they import more inputs from overseas during the global corona virus Pandemic? Justify your view. 3 marks

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End of SAC

Extra space for answers

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