

**Analysing Strategic Options for the UK's
State of Operations and Organisational Learning Process**

QUESTION 1 - STATE OPERATIONS (10 MARKS)

State: the organisational characteristics and processes of an organisation's operations.

QUESTION 2 Explain what the operational strategy is and how it can be used to create a competitive advantage.

10 MARKS

State: the organisational characteristics and processes.

- 1. Cost
- 2. Quality
- 3. Flexibility
- 4. Innovation

QUESTION 3 - STATE OPERATIONS (10 MARKS) (10 MARKS)

State: the organisational characteristics and processes.

State: the organisational characteristics and processes.

10 MARKS

- 1. Cost
- 2. Quality
- 3. Flexibility
- 4. Innovation