

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

QUESTION 1 - STATE OPERATIONS (10 MARKS)

State of operations is a critical component of organisational performance.

QUESTION 1 Which of the following is NOT a key factor in the state of operations?

10 MARKS

State of operations is a critical component of organisational performance.

- A. Quality
- B. Cost
- C. Customer Satisfaction
- D. Employee Turnover

QUESTION 2 - STATE OPERATIONS (10 MARKS)
State of operations is a critical component of organisational performance.

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QUESTION 2

- A. Quality
- B. Cost
- C. Customer Satisfaction
- D. Employee Turnover