

# Managing business activities to achieve results

Business



Table of Contents 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. 1: 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 2: 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 3: 3. 1 design systems to manage and monitor quality standards specified by the organisation 3. 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 4: 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. 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. 1. 1 - The Interrelationship Between the Different Processes and Functions of the organisation Your business's functions are the things it does -- production, sales, marketing, research and billing, for example. The organizational structure defines the relationship and interactions between the parts of your business, and identifies how the chain of command runs through the different levels.

You can set up your business structure around your organizational functions, but even if you don't, function and structure will influence each other. Functional Structure Most businesses adopt a functional organizational structure: Different functions go into separate departments that report to department managers, who then report to someone higher up. If you adopt a functional structure, it has the advantage of clear lines of authority, and allows each employee to concentrate on her particular mission. The drawback is that you can end up with departments that don't talk to each other or cooperate well.

A customer may get bounced from department to department if his problem doesn't relate to one particular function. Divisional Structure A divisional organizational structure spreads functions across different branches: If you have different product lines, the division for each product line has its own marketing, R&D, sales and accounting departments. The advantage of this approach is that each branch has the personnel to carry out all necessary functions. The drawback is that with employees in each division performing

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identical functions, you could end up with a lot of redundancy and inefficiency.

**Matrix Structure** Using a matrix structure in your business can give you greater flexibility in business functions than a more hierarchical organization. In a matrix structure, each employee works in a function-based department, such as marketing or finance, but they can be assigned to projects under different managers and teamed with employees who have different functions. This structure adapts organizational function to changing organizational needs. The drawback is that the chain of command in a matrix may become cloudy and conflicted.

**Organizational Charts** If you or your staff have trouble visualizing a proposed structure, you can use an organizational chart to see it clearly. The New York and Erie Railroad developed the first organizational charts in the 19th century as a way to improve management efficiency. A chart shows the lines of authority and control running between different departments and levels of management. A well-designed chart will make it easy to see who makes decisions, who reports to whom and how your organization divides up its operating functions.