LO4: Demonstrate an understanding of the relationship between leadership and management in a contemporary business environment

Operations management.

6.1 Factors Affecting Operations Management

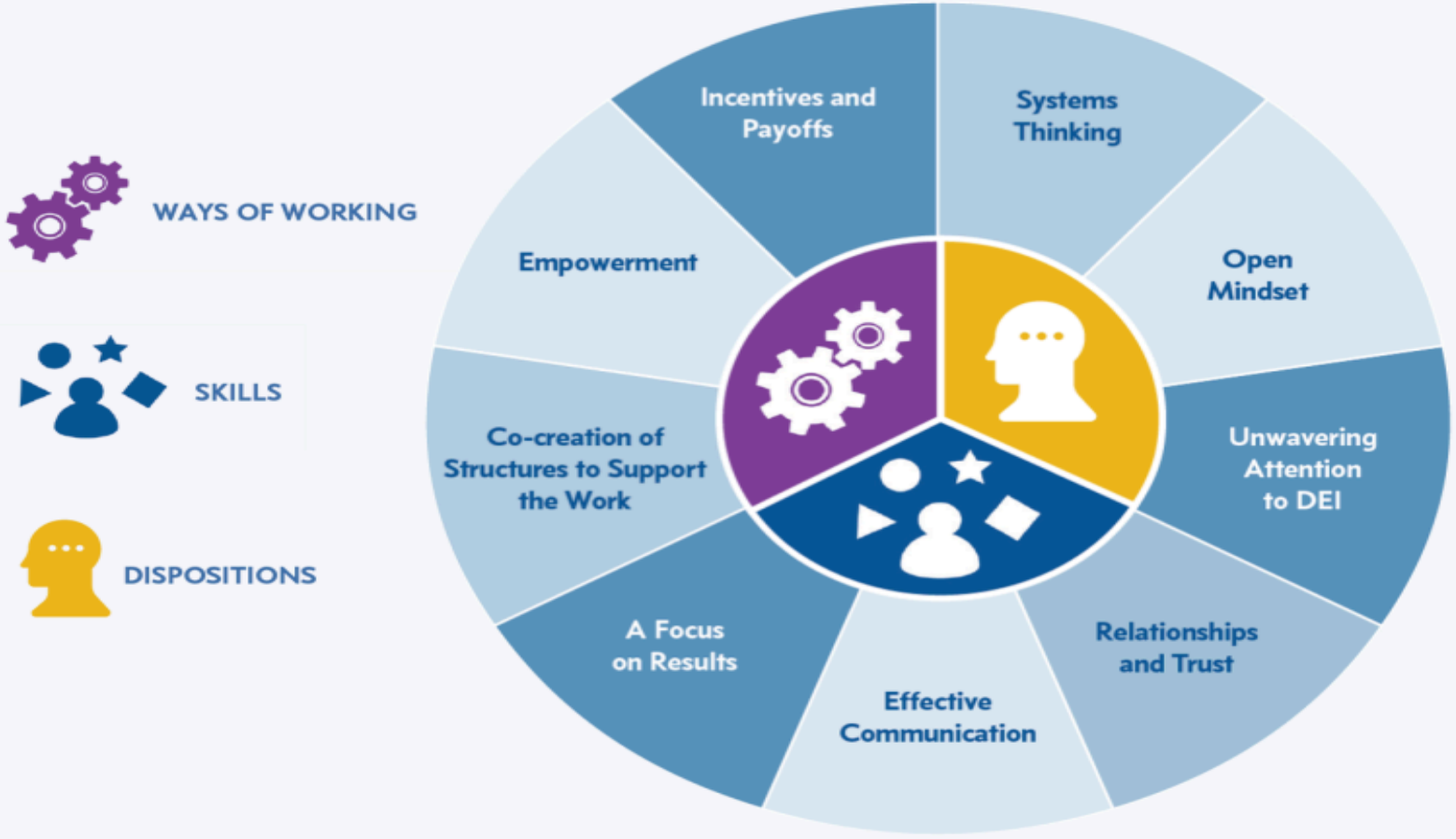
- Global Competition
- Quality, customer service and cost challenges
- Rapid expansion of advanced technologies
- Growth of service sector
- Social Responsibility issues
- Scarcity of capital, materials etc.

6.2: Factors affecting decision-making:

- Political
- Economic
- Social
- Technological
- Legal
- Ethical
- Demographical

P.6: Assess the factors within the business environment that impact upon operational management and decision-making by leaders and managers.

Nine Characteristics of Effective Systems Leaders



Cultivating Systems Leadership in Cross-sector Partnerships:
Lessons from the Linked Learning Regional Hubs of Excellence