

**3.0 (P.3):** The learner's objective is to apply - at least 2 different theories and 2 models of approaches - to [situational leadership](#) / [systems leadership](#) / and [contingency](#):

a) Leadership role

b) Functional role of a Management

### **Theories of operations and operations management:**

- [Lean Production](#)
- [Six Sigma Roles](#)
- [Queuing theory](#)
- [Outsourcing](#)

### **Task or relationship-orientated approaches:**

- [Principles of Total Quality Management \(TQM\)](#)
- [Just-in-Time Inventory](#)
- [The concept of continuous improvement \(Kaizen\)](#)
- [Task or relationship-orientated approaches.](#)

Outsourcing	Leadership role	Management role
<div data-label="Diagram"> <p><b>Why Outsource?</b></p> <ul style="list-style-type: none"> <li><b>FASTER AND QUALITY SERVICE</b> The advantage of different time zones is the ability to reduce the turnaround time significantly, and a better service that can transform ideas into products faster.</li> <li><b>RESOURCES</b> If you lack the necessary resources for completing a better job, this is a good way to gain an advantage in materials or expertise in a specialized area.</li> <li><b>FLEXIBILITY</b> Additional workforce for the temporary requirements.</li> <li><b>PRICES</b> Good acquired partnerships can lower the prices of labor and material.</li> <li><b>OVERHEAD COSTS</b> These costs can be extremely high, particularly for entrepreneurs. By outsourcing those functions, overhead costs are diminished.</li> <li><b>FOCUS</b> The main benefit of outsourcing not so crucial tasks or parts of your operations is that the extra time can be utilized towards the more value-added objectives of the business.</li> <li><b>OPERATIONAL RISKS</b> Keeps the operation going in case of employee turnover.</li> <li><b>SHARED RISKS</b> The risks are equally shared with a partner company.</li> </ul> </div>		

