

Supply Chain Organisations: Structure and Function

HIGHER NATIONAL DIPLOMA

物流组织的结构与功能


【英】苏格兰学历管理委员会 (SQA)

英文原版

Unit Student Guide

SUPPLY CHAIN



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
AUTHORITY

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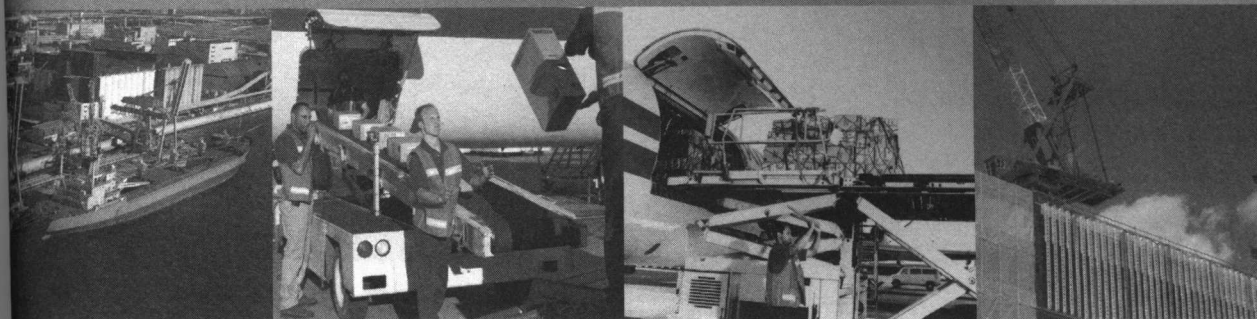
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物流组织的结构与功能

苏格兰学历管理委员会著

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1

Introduction to the Scottish Qualifications Authority

This Pack **Supply Chain Organisations: Structure and Function** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: www.sqa.org.uk

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA qualifications

- quality assure education and training establishments which offer SQA qualifications
- Issue certificates to candidates.

In order to pass this SQA unit, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the **three** Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the outcome or outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each outcome or outcomes.

2

Introduction to the Unit Student Guide — Learning Resource Pack

2.1 Introduction to Unit

This pack introduces you to how organisations need to be structured and the way they have to function to remain efficient and effective in a changing environment.

There are three Outcomes for this pack:

1. Describe the characteristics of various organisations and identify the factors that have influenced organisational design.
2. Describe the communication systems and Information Technology used by organisations within the supply chain, with particular emphasis on the role of e-Commerce.
3. Describe the process of organisational development, identify and evaluate models for change and outline factors that could affect change.

The approximate study time that you should allocate for the completion of the learning in this Learning Resource Pack is 40 hours.

2.2
Learning
Material
Required for
this Unit

You will require access to the Internet to complete this pack.

2.3
Using the
Learning
Resource
Pack

The Learning Resource Pack is designed to lead you through a series of learning activities that will allow you to consolidate your understanding on the topic areas included in the learning resource pack **Supply Chain Organisation: Structure and Function**.

As you work through the Pack there will be considerable scope for discussion and you are encouraged to contribute fully from your own knowledge and experience. The activities are intended to focus ideas on your own workplace and local industry. When participating in a group activity you should give full and free rein to your imagination. Knowledge of the operating environment of the company you work for, or a business you have some experience of, will be useful when participating in some of the activities and discussions.

As you work through the Pack you will encounter the following symbol which indicates that you should carry out an Activity.



Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it. The activities throughout the Learning Resource Pack will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification.

2.4

What do I
Need to be
Able to do in
Order to
Achieve this
Unit?

To achieve this unit you must work through the learning resources contained in Section 3 of this Pack, and successfully achieve three assessments.

The assessments for this pack will consist of three separate open-book format reports, one for each of the three learning outcomes. The open book report format will consist of, approximately 1000-1200 words for each assessment, including any appropriate diagrams. Where possible the report should be based on your own organisation, or one you have knowledge of, but where this is not possible your centre should supply suitable case study material.

Outcome 1

For example for Outcome 1, you would be expected to identify and explain the internal and external forces that influence organisational design.

The response for the assessment must cover all the specified evidence requirements, and for this Outcome you are required to cover a minimum of four samples from each qualifying evidence requirement.

Outcome 2

The assessment evidence for this Outcome requires you to describe the communications systems and Information Technology used by an organisation, emphasising the role of e-Commerce. The report

should be based on your own organisation, or one that you have knowledge of, or if this is not possible, case study material will be supplied by the centre.

Outcome 3

The assessment evidence for this Outcome requires you to describe the process of organisation development and examine the aspects affecting change within an organisation. The report should be based on your own organisation, or one that you have knowledge of, or if this is not possible, case study material will be supplied by the centre.



3

Learning Resources

An Introduction to the Unit

Purpose

This Learning Resource Pack will describe how organisations need to be structured and the way they have to function to remain efficient and effective in a changing environment.

The Learning Resources have been divided into 3 Sections.

Section One

The first Section should enable you to describe the characteristics of various organisations and identify the factors that have influenced organisational design. This section will cover:

- The necessity for organisations and reason for their existence
- The framework and characteristics of public and private sector organisations

- The financial structure of public and private sector organisations
- Classical, modern and post-modern organisational configurations
- Aspects of internal structuring and functioning
- The influence of internal and external forces on organisational design.

On completion of Section 1 you should be able to demonstrate knowledge and skills by showing you can:

- Outline a specific organisational structure and explain how it has evolved over time
- Describe the framework and characteristics of one public sector and one private sector organisation
- Outline the financial structure of one public sector and one private sector organisation
- Explain the differences between classical, modern and post-modern organisational configuration
- Describe the main aspects of internal structuring and functioning
- Identify and explain the internal and external forces that influence organisational design.

Section Two

The second Section should enable you to describe the communication systems and Information Technology used by organisations within the supply chain, with particular emphasis on the role of e-Commerce.

This section will cover:

- Communication channels and flow in and between organisations
- Communication media and barriers to communication
- Technological influences on information communication systems
- Information Technology (IT) systems and their role within the Supply Chain
- e-Commerce and electronic trading within the Supply Chain
- Managing information flows, issues of performance and planning.

On completion of Section 2 you should be able to demonstrate knowledge and skills by showing you can:

- Explain how organisations utilise their internal communications systems and also external communication systems with external organisations
- Describe the media used in the communication systems and barriers to effective communications that are experienced
- Describe the role of Information Technology systems within the supply chain
- Describe the technological influences on information communication systems and explain the advantages, and disadvantages brought about by the use of e-Commerce and electronic trading within the supply chain
- Explain how organisations manage the information flows and deal with issues in relation to performance and planning issues within an organisation.

Section Three

The third Section should enable you to describe the process of organisational development, identify and

evaluate models for change and outline factors that could affect change.

This section will cover:

- Factors affecting change
- Organisational development
- Models of change management.

On completion of Section 3 you should be able to demonstrate knowledge and skills by showing you can:

- Identify and describe factors affecting change in an organization
- Describe the process of organizational development
- Identify and evaluate models for change.

3.1 Section 1 — Outcome 1

3.1.1 The Organisation

Introduction

Organisations are difficult to define.

Consider the following list and decide which ones in