

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 4 CERTIFICATE IN MANAGEMENT CONSULTING 10331

UNIT 3 UNDERSTANDING THE MANAGEMENT CONSULTING INDUSTRY

MONDAY 11 JUNE 2018

11.00 AM

TIME: 1 HOUR

INSTRUCTIONS TO CANDIDATES

Fill in all the boxes below. Use CAPITAL LETTERS.

CENTRE DETAILS

| | |
|---------------|-------------|
| Centre Number | Centre Name |
| | |

COMPUTER REF

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| 6 | 1 | 8 | 1 | 0 | 3 | 3 | 1 |
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CANDIDATE DETAILS

| Surname or Family Name | First Name | Initials of Other Forenames | DATE OF BIRTH | | | | | | | |
|------------------------|------------|-----------------------------|---------------|---|---|---|---|---|---|---|
| | | | D | D | M | M | Y | Y | Y | Y |

- Do **not** open the booklet until told to do so by the Invigilator.
- Answer **ALL** questions.
- Write your answers in the spaces provided on the question paper.
- Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Use black ink.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets [] at the end of each question or part question.

The total number of marks for this paper is **50**

| FOR EXAMINERS' USE ONLY | | | |
|-------------------------|--|-------|--|
| 1 | | 5 (b) | |
| 2 | | 6 | |
| 3 | | 7 | |
| 4 | | 8 (a) | |
| 5 (a) | | 8 (b) | |
| TOTAL = | | | |

- 1 A management consulting firm is keen to develop business relationships with a new client. The management consulting firm decides to do this by emphasising its focus on continuous improvement throughout the consulting cycle.

Explain what is meant by 'continuous improvement'.

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- 3 A management consulting firm accepts a contract which involves recruiting a team of experienced sales people for its client.

Explain **three** ways the management consulting firm could manage the client's expectations during this contract.

[9]

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- 4 A contract between a management consulting firm and a client operating in the manufacturing sector includes a paragraph headed 'product/services liability'.

Explain what is meant by 'product/services liability'.

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[3]

5 A management consulting firm is engaged by a client to manage their relocation to another part of the country.

(a) Describe **three** project milestones that the management consulting firm should propose.

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(b) Explain how achieving the project milestones could impact on the client/consultant relationship.

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6 Explain **three** reasons why the business objectives of a management consulting firm should be flexible.

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[6]

7 A political party wants to encourage UK businesses to be more ethical.

Describe **one** example of ethical business practice that the political party could encourage.

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[3]

8 Explain **one** advantage and **one** disadvantage, to each of the following shareholders, of a business operating ethically.

(a) Customers:

Advantage:.....
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Disadvantage:.....
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[4]

(b) Government:

Advantage:

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Disadvantage:.....

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[4]

END OF QUESTION PAPER



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