

Level 3 Cambridge Technical in Business

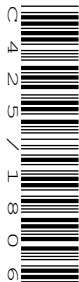
05837/05878

Unit 15: Change management

Wednesday 13 June 2018 – Afternoon

Duration: 1 hour 30 minutes

C425/1806



You must have:

- a clean copy of the resource booklet (insert C428).

You may use:

- a calculator

First Name

Last Name

Centre
Number

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Candidate
Number

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Date of
Birth

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INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document consists of **12** pages.

**FOR EXAMINER
USE ONLY**

Question No	Mark
1	/36
2	/24
Total	/60

Answer **all** the questions.

Use the information provided in the **Resource Booklet** to answer the following questions.

1 Refer to **Resource 1**.

(a) Outline **two internal** drivers of change at *SGFC Ltd*.

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2

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[4]

(b) Analyse **four** likely barriers to change at *SGFC Ltd*.

Which one of these four barriers is likely to have the greatest impact on *SGFC Ltd* if it is not managed successfully?

Give reasons for your choice.

[16]

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(c) Produce a plan of action showing for *SGFC Ltd* based on the **four** soft elements of Mckinsey’s 7-S model for change.

Evaluate the suitability of your plan of action for *SGFC Ltd*. **[16]**

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2 Refer to **Resource 2**.

(a) Identify **two** new services *SGFC Ltd* is providing as a result of the changes made.

1

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2

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[2]

(b) Identify **two** external stakeholders of *SGFC Ltd*. In each case, explain how the stakeholder may benefit from the changes at *SGFC Ltd*.

Stakeholder 1

Explanation

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Stakeholder 2

Explanation

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[6]

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END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown – for example 1(a) or 2(b).

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