

Tuesday 14 January 2020 – Morning

Level 3 Cambridge Technical in Business

05837/05878 Unit 15: Change management

Duration: 1 hour 30 minutes

C425/2001

You must have:

• the resource booklet (Insert C428)

You can use:

· a calculator

Diagon write elec	arlı in	blask	باماد								
Please write clearly in black ink.											
Centre number								Can	didate number		
First name(s)											
Last name											
Date of birth	D	D	M	M	Υ	Υ	Υ	Υ			

INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need
 to, but you must clearly show your candidate number, the centre number and the question
 numbers.
- · Answer all the questions.

INFORMATION

- The total mark for this paper is 60.
- The marks for each question are shown in brackets [].
- This document has 8 pages.

ADVICE

· Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY					
Question No	Mark				
1	/28				
2	/32				
Total	/60				

© OCR 2020 [K/507/8162]

OCR is an exempt Charity

C425/2001/6 Turn over

Answer **all** the questions.

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

Rei	er to Resource 1 .
(a)	Identify two barriers to the proposed change at <i>Hope Hospital</i> .
	1
	2
	[2]
(b)	Explain two external drivers of change at <i>Hope Hospital</i> .
	1
	2
	[6]

(c)	Identify and explain one soft and one hard element of McKinsey's 7-S model of change management that could be used to support the development of the new Mother and Baby Unit at <i>Hope Hospital</i> .								
	Soft Element								
	Explanation								
	Hard Element								
	Explanation								
	[4]								
(d)	Hope Hospital's new Mother and Baby Unit will have short-term and long-term implications for stakeholders.								
	Evaluate which of the following stakeholder groups will be affected most by the proposed development of the new Mother and Baby Unit:								
	staffpatients.								
	[16]								

•••••

2 Refer to Resource 2.

Recommend an action plan to address the issues raised in Resource 2a: Summary of Hygiene Report .							
	Justify your recommendations. [16]						
	L'~.						
•							

/I_ \	TI		1 - 4 41	\sim	D	!	£41	
(D)	ınree	months	later the	CQC	Report	raises	turtner	issues.

Using the information in **Resource 2b: Summary of CQC Report**, recommend to the board of directors which are the most important issues to monitor, to further improve the new Mother and Baby Unit.

Justify your view.
[16

END OF QUESTION PAPER



Copyright Information:

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination

series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material OCR will be happy to correct its mistake at the earliest possible

opportunity.

For queries or further information please contact the Copyright Team, OCR (Oxford Cambridge and RSA Examinations), The Triangle Building, Shaftesbury Road, Cambridge

CB2 8EA.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a