Section 5: Capacity Management [OPTIONAL section; at least 3 optional sections to be included] Outline the types of short and long term planning that are carried out in your chosen organisation. How appropriate is their approach to forecasting? How could they improve? Discuss capacity management: how does the organisation cope with fluctuations in demand? What alternatives might be open to them? Is technology used to support these activities? Do you think there is adequate feedback and control? Section 6: Supply Chain Management [OPTIONAL section; at least 3 optional sections to be included] Outline the supply chain of your chosen organisation (or part of it), including purchasing, physical distribution management and materials management. Highlight what has changed pre and post COVID-19. How is IT used to manage the supply chain? Outline how the supply chain might be improved. Would you say that the organisation is trying to be lean or agile? Section 7: Quality Management [OPTIONAL section; at least 3 optional sections to be included] Discuss the quality system in your chosen organisation. What is some of the evidence of quality management that they have implemented? Do you think they have done enough to ensure quality of their product or services? Section 8: Performance Measurement & Improvement [OPTIONAL section; at least 3 optional sections to be included] Discuss the performance measurement system that is used in your chosen organisation. How effective is it? What kind of organisational improvement approach (philosophy, principles and tools) does the organisation try to apply and how successful are such efforts? Conclusion [COMPULSORY ending of your report] Using the information and analysis done in earlier sections, provide an evaluation of the overall operation of your chosen organisation. You should provide a critical analysis of current performance (summarising both the strengths and any weaknesses relating to operations management). You could also add some specific recommendations for further improvements in key aspects of operations management. Further details for the report: • This report should be 3000 words, +/- 10% as is University policy. • Writing in a concise and professional manner is a key requirement of MBA work, and appropriate writing and presentation are a pre-requisite. -Professional reports is expected. Appropriate referencing should be done – please use Harvard-style referencing. • Your report will be put through TurnitIn • Figures & Tables should be used where appropriate, and please reference accordingly. • Supporting information can be provided in Appendices, but they are not directly assessed, so do not use them as a way to get around the word count.