**MBA5003 - ASSESSMENT TASK 2: Operations Plan**

**TASK:**develop a detailed Operations Plan for an operation relating to a product or service to be delivered across national borders (Australia)

**Structure of the Report**

**VIT Assessment Task Sheet with Student Details**

**Executive Summary**

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**Introduction**

**Background**

**Scope or Theory**

**Suggested Operations Plan**

**Recommendations**

**Conclusion**

**Reference List**

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* **VIT Assessment Task Sheet with Student Details:** Title of the report, Student name, Student ID, Lecturer, Course Code & Title
* **Executive summary**: Write a 250-word abstract or summary of what you did in the Operations Plan report
* **Introduction**: Introduce what you are going to do in this report, what critical material will you use to support your arguments, and include any relevant or previous study on this issue
* **Background**: (a) Brief background of the company - reason for selecting this particular company - a brief current situation of the company based on analysis of its operation, vision, finances, etc - describe the key operations in this company and how these operations relate to the company’s strategy, its competitive priorities, and the key performance indicators used by the company; (b) a brief background of the country of origin and Australia – use PESTLE (Political, Economic, Social, Technological, Legal and Environmental factors) – just 1-2 lines each key area (no need to go into detail)
* **Scope**: or Theory: Describe the theory used and the specific question or idea that you are trying to raise – operations management theory
* **Suggested Operations Plan**: identify a product or service and describe the detailed Operations plan - clearly identify the transforming and transformed resources, the transformation process, and the outputs and outcomes of the operation:
  + - * Analysing the Market – existing Product/Service or designing New Product/Service
      * Management of the Operations/Supply Chain - Operations Timeline
      * Allocating Human Resources – who will do what and how?
      * Allocating Financial Resources - Organizing Finances, Resource Repurposing, and Finance Management Plan
      * Results or Outputs – Value Addition
* **Recommendation**: Provide a critical review of this key operation and its management that might underpin its future improvement and contribution to the company’s competitive priorities
* **Conclusion**: Explain the significance of the operations plan for you and what can be learnt from it
* **Reference List**: This needs to be in the latest APA Style - at least 10-15 references including the latest relevant journal articles, books, and company annual statement - also note that these references should be used within the case study report to support your arguments as in-text citations
* **Appendices**: Please take a screenshot of the relevant tables from company profile/annual statement and paste it here with the source (Company name, Annual Statement 2022, page no. XYZ) - you can refer to a table or graph given in an appendix within the case study report (See Appendix 1)

**Submission Formatting**

1. Text: 12-point Calibri/Times New Roman/Arial, with 1.5 line spacing
2. Margins: 2.5 centimetres left-hand margins
3. Headings: in Bold text (not capitalised)

**Remember (Researching):**

1. Select a product or service compnay (any country) that is trying to establish or should establish operations in Australia (retail, hospitality, aged care, banking, not-for-profit, etc)

2. Download the company/organisation's Annual Report 2022 and look at Vision, mission, profile, operations, financial reporting or performance [DOWNLOAD 1 ANNUAL REPORT AND COPY THE CITATION IN APA 6th or 7TH referencing style - Paste or put them in alphabetical order under the 'Reference List' heading of your case study/business report]

3. Go to [ProQuest Academic Platform](https://e-learning.vit.edu.au/mod/url/view.php?id=110462) to access the latest and relevant journals (2017-2023 issues) and search for keywords such as: "COMPANY NAME operations", "COMPANY NAME financial reporting", "COMPANY NAME performance", "COMPANY NAME operations plan", "COMPANY NAME reputation", "COMPANY NAME market profile", etc. [DOWNLOAD 10 articles THE ARTICLE IN PDF AND COPY THE CITATION IN APA 6th or 7TH referencing style - Paste or put them in alphabetical order under the 'Reference List' heading of your case study/business report]

4. Go to Australian Financial Review (AFR) and Harvard Business Review (HBR) to access the latest and relevant news reports (2017-2023 issues) and search for keywords such as: "COMPANY NAME operations", "COMPANY NAME financial reporting", "COMPANY NAME performance", "COMPANY NAME operations plan", "COMPANY NAME reputation", "COMPANY NAME market profile", etc.  [DOWNLOAD 4-5 NEWS REPORTS AND COPY THE CITATION IN APA 6th or 7TH referencing style - Paste or put them in alphabetical order under the 'Reference List' heading of your case study/business report]

5. Take screenshots of relevant vison/mission statement, financial tables from the company/organisation's Annual Report 2022 and paste these as Appendices at the end of your case study/business report

6. Start drafting your report as instructed and in the given structure - keep a backup of all your files either on Cloud/Google Drive or a USB drive - it best to email the final draft to yourself

7. Re-read your report - check for grammar/punctuation/style - revise and edit before submitting

**Remember (Writing):**

1. Your writing should be clear and concise and be in your own words.
2. Use headings as given above to guide the reader and include tables or diagrams in Appendices that make the case clearer.
3. Case study report should be written in appropriate business language so that your analysis and discussion have an objective tone.
4. Check if you have used all references inside the report as in-text citations.