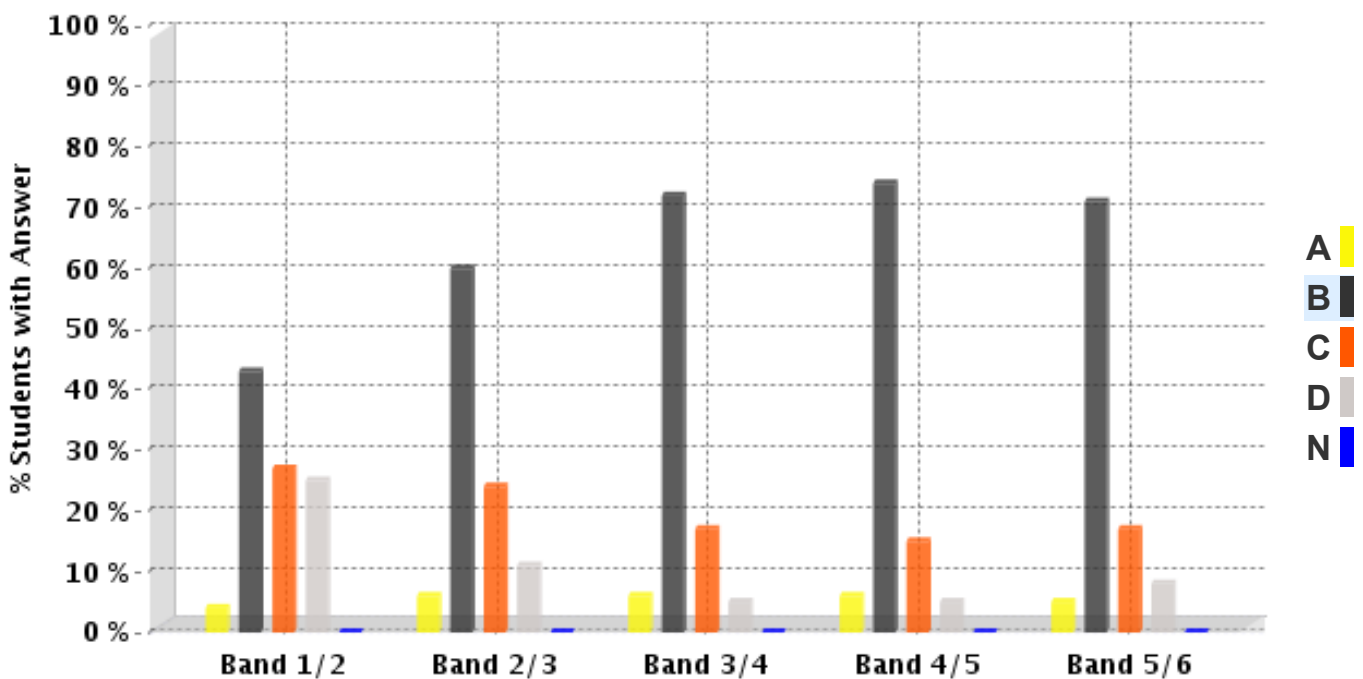


Question 4

Which of the following is the correct sequence for an operations process?

- A Facilities – controls – waste
- B Materials – design – product
- C Information – services – improvement
- D Human resources – planning – customers

HSC Statistics on this Question:



	Band 1/2	Band 2/3	Band 3/4	Band 4/5	Band 5/6
A	4%	6%	6%	6%	5%
B	43%	60%	72%	74%	71%
C	27%	24%	17%	15%	17%
D	25%	11%	5%	5%	8%
N	0%	0%	0%	0%	0%

The table and graph show, for the groups of students whose marks in the examination corresponded to the borderline between two bands, what percentages of each group selected the responses A, B, C and D. N is used to identify: No valid response.