

OCR

Oxford Cambridge and RSA

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

<input type="text"/>				
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Date of
Birth

<input type="text"/>							
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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

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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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