



Oxford Cambridge and RSA

AS Level Business

H031/02 The wider business environment

Friday 25 May 2018 – Afternoon

Time allowed: 1 hour 30 minutes



You must have:

- the Resource Booklet

You may use:

- a scientific or graphical calculator



First name										
Last name										
Centre number						Candidate number				

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number and candidate number.
- Answer **all** the questions.
- Write your answer to each question in the space provided. Additional pages may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the barcodes.
- The Resource Booklet is required for **Section B** only.

INFORMATION

The total mark for this paper is **60**.

The marks for each question are shown in brackets [].

Quality of extended responses will be assessed in questions marked with an asterisk (*).

This document consists of **16** pages.

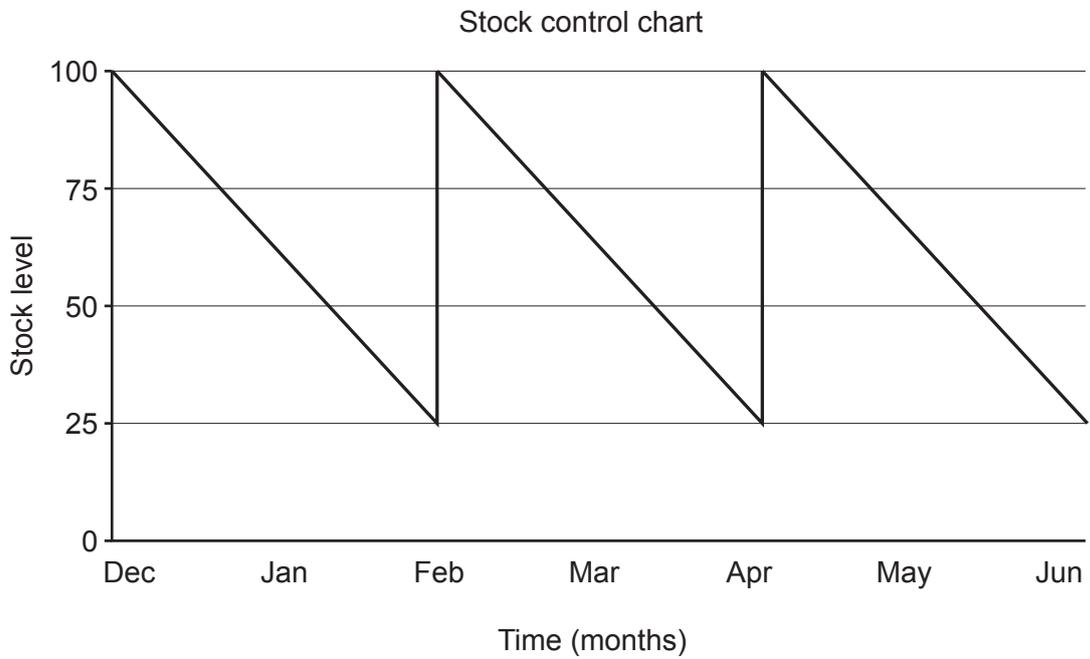
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SECTION A

Answer **all** the questions.

1 Explain what is meant by the term 'quality assurance'.

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..... [2]

2 A stock control chart for a manufacturing business is shown below.



Using the stock control chart, identify:

- the reorder quantity

..... [1]

- the buffer stock level.

..... [1]

3

3 Explain how a business might use McClelland's motivation theory.

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..... [2]

4 Explain **one** difference between internal and external sources of finance.

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..... [2]

5 Explain **two** ways a business might act in a sustainable manner.

1

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2

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..... [4]

6 Explain **two** reasons why setting SMART objectives may be important for a business.

1

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2

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[4]

7 (a) Complete the income statement below by filling in the **two** unshaded boxes.

Income statement for the year ended 31 January 2018

	£000s
Revenue	300
Cost of sales	<u>125</u>
Gross profit	
Expenses	<u>75</u>
Operating profit	100
Depreciation	<u>20</u>
Profit before interest and tax (PBIT)	80
Finance costs	<u>20</u>
Profit before tax	60
Tax	<u>15</u>
Profit for the year	45
Dividends	<u>40</u>
Retained profit	

[2]

(b) Using the income statement, calculate the net profit margin for the year ended 31 January 2018.

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..... [2]

SECTION B

Answer **all** the questions.

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

8 (a) Calculate the rate of labour turnover for Bombardier in 2015.

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.....
..... [2]

(b) Explain **two** ways Bombardier’s managers could use their labour turnover data.

1
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..... [4]

9 Explain **one** difference between a customer and a consumer.

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..... [2]

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END OF QUESTION PAPER

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