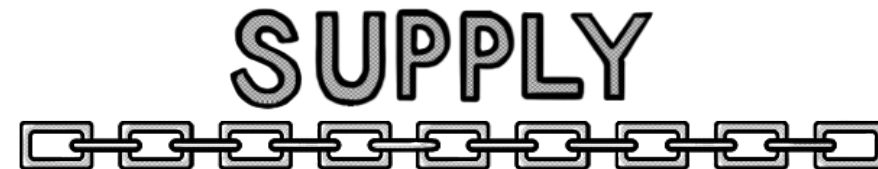


PiXL  **Business Studies**



### Production Processes

- Research and define the term “production”.
- Define job production.
- Define flow production.
- Explain what is meant by just-in-time production.
- Explain what is meant by the term lean production.

### The Role of Procurement (cont)

- Define the term procurement.
- What is the effect of higher logistics costs on a business?
- Explain the term supply chain.
- Explain two options a business has if unit costs are lower than expected.
- What are the benefits of reducing costs when purchasing?

### The Concept of Quality (cont)

- What is the negative associated with the training of staff on the importance of quality?
- How do businesses measure quality?
- Describe how a food retailer checks the quality of its products.
- Explain why quality may suffer as a business grows?

### Production Processes (cont)

- Provide three examples of how a business could implement lean production.
- Explain two benefits of a business using job production.
- Explain whether job or flow production takes the longest to produce goods.
- Define Kaizen.

## Unit 3: Business Operations



### Good Customer Services

- Define customer services.
- Explain three forms of customer engagement a business could conduct.
- Explain three ways a business can have customer services post sale.
- Describe three benefits of good customer service to a specific business.

### The Role of Procurement

- Identify three businesses that are likely to use just-in-time for stock purposes and why they would.
- Explain the term just-in-case.
- What is the biggest advantage of operating just-in-time?
- Why would a business want to hold excess stock?
- Explain three factors a business would consider when choosing suppliers.

### The Concept of Quality

- Define the term TQM.
- Explain three likely consequences of poor quality.
- Define outsourcing.
- Explain the likely quality issues facing a business who outsources.
- Explain three ways a business can check the quality of a product/service.

### Good Customer Services (cont)

- Describe two consequences of having poor customer services.
- Explain how developments in ICT have helped a business develop customer services.
- How do social media applications help a business provide customer services?
- Research the returns policy of three items that you bought recently.