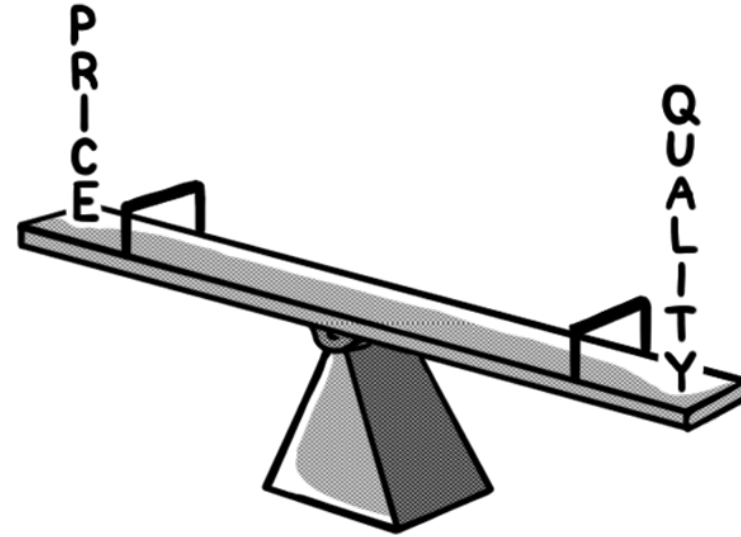




PiXL  Business Studies



Production Processes

- Discuss why all large businesses don't use flow production.
- Evaluate what a large business could do to reduce the risks of just-in-time production going wrong.
- Discuss the advantages and disadvantages of job production.
- Why don't all businesses implement lean production methods?

Production Processes (cont)

- Discuss whether it is easier to employ workers to complete job or flow production.
- Evaluate whether all business should adopt Kaizen to improve their business.

The Role of Procurement

- Discuss whether purchasing economies of scale increase or decrease when using just-in-time.
- Evaluate whether an airline would prefer a cheap price or high quality from its suppliers.
- Discuss whether price, quality or reliability is the most important factor when considering supplier.
- Analyse the consequences of not selling buffer stocks.

The Role of Procurement (cont)

- Discuss whether you think a cheap price or high quality is important when purchasing food from a supermarket.
- Explain a likely consequence of falling out with your logistics provider.
- Evaluate why a balance between price and quality should be maintained at all times.
- If a business is successful, should it still consider alternate supplier? Discuss.

The Concept of Quality (cont)

- Evaluate why all businesses do not use TQM.
- Discuss why a business with lots of competition should be more concerned about quality than a business with little competition.

Good Customer Services

- Evaluate how having knowledge of competitors products could be considered good customer service.
- Discuss why a business might use automated customer service instead of a real person.
- Explain whether you think all staff should receive training on how to deal with angry customers.
- Describe how dissatisfied customers could lead to a reduction in revenue for a business of your choice.

Good Customer Services (cont)

- Evaluate whether you think social media has improved customer services.
- Is it necessary for all businesses to display key information on their website?
- Explain the advantages of a business having an e-commerce platform available 24/7.
- Discuss the downsides of a business only using social media to provide customer services.

The Concept of Quality

- Discuss whether quality is about meeting the minimum standard, or exceeding it.
- Evaluate whether quality issues can effect the brand name of a business.
- How does TQM assist with motivation levels of staff?
- Discuss the quality issues facing a business who uses franchising as a method of expansion.

Unit 3: Business Operations

ThinkIT