

Welcome to Business Studies!

Y10 Learning Cycle 3

Course overview: During this course you will study six units (1 per learning cycle) in the order shown below. Cycle 3 of Year 11 will be revision.



Exam skills

As we work through the course you will also be developing your three exam skills. These are as follows:

AO1: Demonstrate knowledge and understanding of business concepts and issues. This means learning all the key terms in this knowledge organiser.

AO2: Apply your knowledge and understanding of business concepts and issues to a variety of contexts.

AO3: Analyse and evaluate business information and issues to demonstrate understanding of business activity, make judgements and draw conclusions.

POINT

Make your point in
relation to the business

Cycle 2: Unit 2 Influences on business

This unit splits into seven sections as shown below

3.1 production processes

3.2 The role of procurement

3.3 the concept of quality

3.4 Customer service

You'll need to learn all the following key terms for unit 3

3.1 Production processes

Job production

A method of creating a single product to meet an individual order.



Flow production

Using a production line to make goods continuously and in large numbers.



Lean production

Continually working to reduce the resources used to create products: raw materials, labour, machines and premises.

Just in time (JIT)

Organising the ordering of raw materials and components to be delivered just before they will be used, reducing the need for storage.

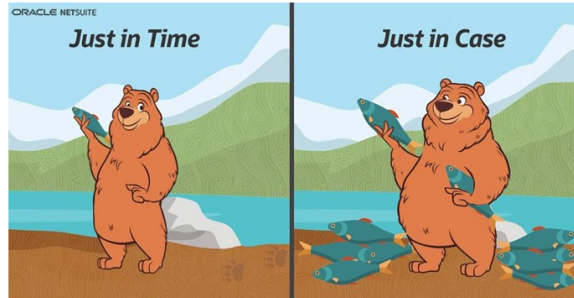
Productivity

The amount produced by a worker/machine/factory in a given time; the ability to produce more output with fewer resources.

3.2 The role of procurement

Just in time (JIT)

Organising the ordering of raw materials and components to be delivered just before they will be used, reducing the need for storage.



Just in case (JIC)

Organising procurement to ensure that the production process never runs out of stock, reducing the number of sales lost due to insufficient raw materials.

Buffer stock

A stock of raw materials held in reserve to protect the production process from unforeseen shortages.

Supplier

A business that provides goods/services.

Purchasing

The business buys the goods and services that it needs for producing the goods it sells or for delivering the services it sells.

Procurement

The process of buying goods and services including dealing with:

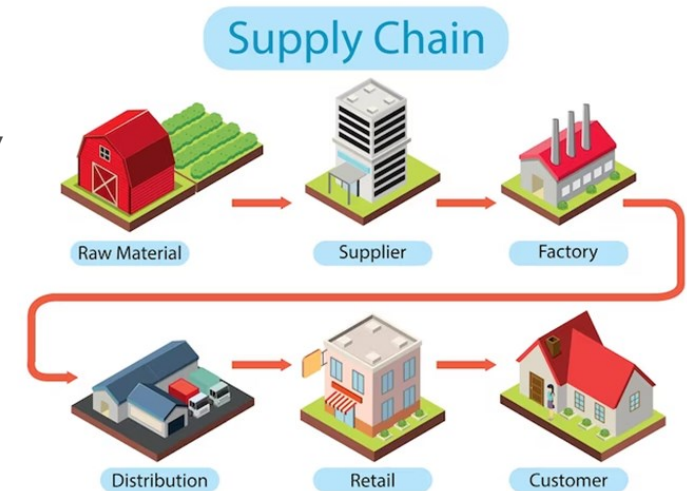
- demand
- selection of suppliers
- analysing and negotiating prices
- making the purchase
- managing payments

Logistics

Managing the movement of supplies and products to ensure the timely delivery of supplies to the production process and finished products to customers.

Supply chain

The network of organisations, people, activities, information and resources that take the product/service from supplier to customer.



Waste

The unwanted material left over from the production process; it may have little or no value and the business may have to pay for its disposal.

3.3 The Concept of quality

Inspection

Testing/examining items to check that materials or items conform to the specified requirements/standards.

Total quality management (TQM)

A philosophy that involves everyone in the business in the quest for continual improvement in the attitudes, practices, structures and systems that combine to create a top-quality product.

Outsourcing

Contracting another business to carry out some of the business' activities, often to reduce costs. This may create quality issues.

Franchising

The sale of the rights to use/sell a product by a franchisor to a franchisee. This may create quality issues if the franchisee does not maintain standards.

3.4 Good customer services



Product knowledge

An in-depth understanding of the features, use and application of the good/service that will enable the person selling it to provide any information that the purchaser wants before committing to buy.

Customer loyalty

The likelihood that past customers will continue to buy from the business, enhanced by high quality customer service and/or reward programmes.

Customer satisfaction

Whether customers are pleased with the goods/services they receive; whether they would purchase again.

Post-sales servicing

Maintenance or repair of equipment by the manufacturer or supplier during or after the warranty.

E-commerce

Business transactions carried out electronically on the internet. This may improve customer service.

M-commerce

Business transactions are carried out electronically by mobile phone. This may improve customer service.