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| **What will we be learning?**Business Operations | **Why this? Why now?**Students should understand the interdependent nature of business operations, human resources, marketing and finance. You will study what operations involved, their role within the production of goods and the provision of services and how they influence business activity | **Key Words:**Job productionFlow productionLean productionJust in time (JIT)KaizenPurchasing economies of scaleProcurementSupply chainLogisticsTotal quality managementCustomer servicePositive customer engagementE-commerceM-commerce |
| **What will we learn?**Advantages and disadvantages of different production methodsAnalysing the importance of suppliers and managing stocksHow a business chooses the right supplier for themThe concept of quality and how good quality can be achieved |
| **What opportunities are there for wider study?**Students review and discuss current news articles which relate to current topics and they can consider the practical application of business concepts by reviewing and discussing a range of news and video articles. The wider study provides the opportunity for students to explore theories and concepts in real business settings. |
| **How will I be assessed?**Summary questionsCase studiesEnd of topic test – summative assessment |