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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 production  Flow production  Lean production  Just in time (JIT)  Kaizen  Purchasing economies of scale  Procurement  Supply chain  Logistics  Total quality management  Customer service  Positive customer engagement  E-commerce  M-commerce |
| **What will we learn?**  Advantages and disadvantages of different production methods  Analysing the importance of suppliers and managing stocks  How a business chooses the right supplier for them  The 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 questions  Case studies  End of topic test – summative assessment | |