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| **Business Core Knowledge Map** |
| Subject: Business | Year: 11 | Term: Autumn 1 |
| What are we learning? |
| 2.3 Making Operational Decisions |
| How will I be assessed  |
| Answering questions on Smart revise. Marked by teacher, peer and self. Assessment – 2.3 end of topic test - 45 mins |
| Big questions: |
| What are the purpose of business operations is to turn raw materials into goods and services? |
| How does this build on previous learning? | How will this link to my future learning? |
| Theme 1 Investigating a Business  | 2.4 Making Financial Decisions |
| Core knowledge: | Key vocabulary: |
| **The purpose of business operations:** ● to produce goods ● to provide services.**Production processes:** ● different types: job, batch, flow● the impact of different types of production process: keeping productivity up and costs down and allowing for competitive prices.**Impacts of technology on production:** ● balancing cost, productivity, quality and flexibility.**Managing stock:** ● interpretation of bar gate stock graphs ● the use of just in time (JIT) stock control.**The role of procurement:** ● relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust ● the impact of logistics and supply decisions on: costs, reputation, customer satisfaction. **The concept of quality and its importance in:**● the production of goods and the provision of services: quality control and quality assurance ● allowing a business to control costs and gain a competitive advantage.**The sales process:** ● product knowledge, speed and efficiency of service, customer engagement, responses to customer feedback, post-sales service. ● The importance to businesses of providing good customer service. | Availability Batch productionFlexibility Flow production Job productionJust-in-time Lead timeLogistics Post-sales serviceProcurement ProductivityQuality assurance Quality controlSales processStock  |
| Need more help? |
| Google Website for revision maps, exam technique and revision guides. [Business 9-1 - 2.4 (google.com)](https://sites.google.com/okehamptoncollege.devon.sch.uk/business-gcse/2-4) |