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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 production  Flexibility  Flow production  Job production  Just-in-time  Lead time  Logistics  Post-sales service  Procurement  Productivity  Quality assurance  Quality control  Sales process  Stock |
| 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) | | | |