

3.3 Business Operations

AQA GCSE 9-1

Students should understand the interdependent nature of business operations, human resources, marketing and finance. Students should be able to give examples of how business objectives would be split into functional plans with clear links throughout.

Key Learning Question	Notes	Self-assessment	Revised
What are the different methods of production ?			
How do businesses ensure that they are efficient in the way they produce their goods and services?			
What are the different ways that businesses manage their stock ?			
Explain the factors that affect where a business buys their stock from?			
How does a business ensure that they produce quality goods and services?			
Explain the consequences to the business of poor quality management ?			
How do businesses ensure they are providing good customer service ?			
Explain the dangers of poor customer service to a business?			
How have advances in ICT supported developments in customer service?			
How do I revise for an assessment? (Study skills).			

Target grade: _____

Working at grade: _____

Targets to improve:

1)

2)

Key Skills

- Application of case studies
- Literacy: Extended writing and exam questions
- Analysis
- PEACH – writing structure

Key words

Production

Job

Flow

Stock

Quality

Total Quality Management

Customer Service