

3.3 Operations

What is meant by procurement?

What is JIT?

	Just-in-time	Just-in-case
Advantage		
Disadvantage		

What is the difference between job and flow production?

Poor customer service is likely to lead to:

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What is meant by the term 'post-sales service'?

State two ways in which a business might measure the level of quality it is achieving.

	Advantages	Disadvantages
Flow production		

What is the difference between procurement and logistics?

State two factors a business might consider when choosing a supplier:

- 1.
- 2.

Explain one way in which ICT has allowed businesses to improve their customer service:

To maintain quality, a business should:

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-
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Which one? Match the example to the most likely production method		
	Job production	Flow production
A made to measure suit		
National newspapers		
A haircut		
Supermarket own brand baked beans		
A stadium for concerts and sporting events		
Lightbulbs		
A handmade wardrobe		
Computer chips		

Complete the diagram showing the different stages in the supply chain, choose from: customer; supplier; manufacturer; retailer

Describe two ways in which a business might offer good customer service.

- 1.
- 2.

Define the following terms:

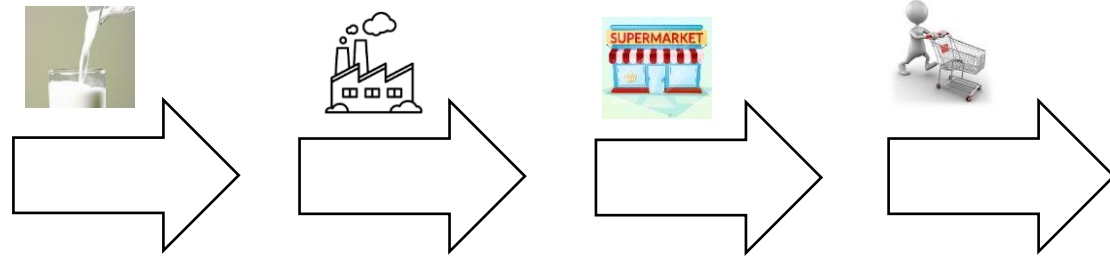
Lean production:

Kaizen:

Supply chain:

Logistics:

Customer service:



What is TQM?

Which of the following is NOT a requirement of effective lean production?

- a) Good relations with suppliers
- b) Trust between managers and employees
- c) A committed and skilled workforce
- d) An increased amount of storage space for inventory