

Stanchester Academy
Year 9 – BDS – Unit 2

Key words – SET 1

1	Operations	A part of the business responsible for producing products.
2	The production Process	The stages a product goes through from start to finish.
3	Job Production	Job production focuses on producing one product from start to finish, meeting the specific needs of the customer. Once one product is complete, another can begin. It is highly specialised and very labour intensive.
4	Flow Production	Occurs when a business makes large numbers of identical products on a continuous production line. For example, chocolate bars, televisions and bottled drinks.
5	Specialisation	When an employee has responsibility for a limited number of tasks and therefore becomes an expert through repetition.

Key words – SET 2

6	Division of labour	Dividing a task into smaller more specialised tasks for an employee to focus on.
7	Motivation	The reason someone carries out a task, often impacted by the quality of the task they are doing.
8	Efficiency	Relates to how quickly and effectively an item is produced or delivered to a customer.
9	Cost per unit	The average cost of making one unit or product.
10	Procurement	The area of the business responsible for the purchasing and management of stock and supplies.

Key words – SET 3

11	Just in Time (JIT)	Stock control where the business does not store any raw materials, instead it has regular deliveries that bring only what is needed.
12	Just in Case (JIC)	Stock control that involves producing with excess stock meaning that there is always stock available for the business if required.
13	Logistics	Making sure the correct products are procured and that they will arrive when needed.
14	Lead Time	The time it takes from ordering stock for it to arrive.
15	Perishable	Where something decreases in quality over time.

Key words – SET 4

16	Quality Control	The process of inspecting products and services to ensure that what customers receive is of a high standard.
17	Quality Assurance	The process of managing the quality of a product where quality checks take place at several stages during production.
18	Total Quality Management	Is all about the culture in a business where managing quality is the responsibility of all employees.
19	Wastage	Losing or destroying something by using it carelessly or extravagantly.
20	Competitive Advantage	An advantage gained over a business' competitors, either by offering lower prices or by offering better products or services that justify a higher price.

Key words – SET 5

21	Post-Sales Service	Service given after a product has been purchased, e.g. technical support or dealing with complaints.
22	Customer Satisfaction	A measure of how well a business is meeting the needs and wants of its customers.
23	Brand Loyalty	When a customer continues to purchase products or services from the same brand rather than competing brands.
24	Repeat Purchases	When a customer purchases a product more than once.
25	Sales Revenue	The money received from selling goods and services.