




Business GCSE 2.3 Making Operational Decisions		Road Map		
In this unit you will investigate business calculations and business performance LG1: Knowledge LG2: Application LG3: Skills	Assessment Grades			
Themes	Learning Goals/Outcomes/Content			
2.3.1 Business operations	LG1: Know the purpose of business operations: <ul style="list-style-type: none"> to produce goods to provide services. LG2: Give examples of business that product goods and services LG3: Developed explanation – interconnected links			
2.3.1 Business operations	LG 1: Know the different types of Production processes: job, batch, flow LG1: to know the impact of different types of production processes: keeping productivity up and costs down and allowing for competitive prices. LG2: apply knowledge of production methods to given business organisations LG3: Analysis of methods			
2.3.1 Business operations	LG1: Know the impacts of technology on production: balancing cost, productivity, quality and flexibility. LG2: explain the impacts of technology in relations to a given business LG3: Assess impacts on business			
2.3.2 Working with suppliers- managing stock, bar gate stock	LG1: Know why it is important for a business to manage its stock LG 1: Know the features of a bar gate stock chart LG2: explain how stock levels can impact on a range of businesses LG3: Interpret numerical information –bar gate stock graph			
2.3.2 Working with suppliers- JIT	LG1: Know the benefits and disadvantages of JIT LG2: Apply the benefits and disadvantages to a given business (Sony)			
3.3.2 The role of procurement. The impact of logistics and supply decisions	LG1: Know the role of procurement: relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust LG3: Assess the impact of logistics and supply decisions on: costs, reputation, customer satisfaction.			
2.3.3 Managing quality	LG1: define the concept of quality LG1: know the importance of quality in the production of goods and the provision of services: quality control and quality assurance LG2: Assess the difficulties facing a business using quality control LG1: know the importance of quality in allowing a business to control costs and gain a competitive advantage. LG2: Assess the importance of quality for a given business			
2.3.4 The sales process	LG1: Know the stages of the sales process: <ul style="list-style-type: none"> (Product knowledge, speed and efficiency of service, customer engagement, responses to customer feedback, post-sales service.) LG3: Analyse the importance to businesses of providing good customer service.			

Links:

Prior Knowledge: You have already learnt that a business exists to provide good and services. You have also considered the importance of meeting customer needs. In order to do this a business must ensure that it is able to deliver quality goods at the right time and in the right place. This unit will look at the method a business uses to ensure this happens.

Future knowledge:

LG1: Knowledge of methods of production and quality will be built upon when we look at unit 2.5 and consider the impact of working practices on the employees.

LG2: This unit will help to strengthen your application skills, and use case study information to support your arguments. This will be further developed in units 2.4 and 2.5.

LG3: You will be analysing methods of production and also developing the ability to read stock graphs. In unit 1.4, you will develop these skills further with more analysis and numerical work.