# ST COLUMBA’S HIGH SCHOOL

**Higher Business Management**

#

# OPERATIONS

**Class Tasks**

# Command words

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| Command word | Definition |
| **Compare** | Identify similarities and differences between two or more factors. |
| **Describe** | Provide a thorough description.  |
| **Discuss** | Examine closely, taking account of strengths and weaknesses in an argument; offer reasons for and against. |
| **Distinguish** | Identify the differences between two or more factors.  |
| **Explain** | Give a detailed response (definition and explanation) as to how/why something may benefit/hinder. |
| **Identify** | Give the name or identifying characteristic of something.  |
| **Justify** | Give reasons to support suggestions of something |
| **Outline** | State the main features.  |

**Operating Systems**

1. ***Describe*** the operating system and the three phases (3)

**Operations Management**

1. ***Define***the term “operations management”. (1)
2. Outline the three key areas of operations management. (3)

**Types of production**

1. ***Outline*** the reasons for the choice of production method that could be used.

 (5)

1. ***Explain*** the term “Labour intensive production” and give reasons for using this method. (6)
2. ***Outline*** 2 advantages and 2 disadvantages of using this type of production. (4)
3. ***Explain*** the term “Capital intensive production” and give reasons for using this method. (6)
4. **Mechanisation** and **Automation** are commonly used terms. Give a ***description*** of both terms. (2)
5. Outline 2 advantages and 2 disadvantages of “Capital intensive production”. (4)

**Methods of production**

1. ***Job production*** is used when a single product is completed before starting a new item. ***Outline*** 2 advantages and 2 disadvantages of this method. (4)
2. ***Batch production*** occurs when similar products are manufactured at the same time. **Outline** 2 advantages and 2 disadvantages of this method of production. (4)
3. ***Flow production*** occurs when products are produced as the product passes along an assembly line. **Outline** 2 advantages and 2 disadvantages of this method of production. (4)
4. ***List*** examples of each method of production. (6)

**Quality**

1. ***Quality*** can mean different things. Describe what a consumer’s and a producer’s view point on what they perceive to be quality. (6)

**Quality Control Methods**

15. Quality is a very important part of production.  ***Describe*** the different methods that can be used to ensure quality is achieved. (7)

16. ***Explain*** the purpose of a “Mystery shopper” and give advantages of this method. (7)

**Stock Control**

17. Stock control is a very important part of an organisation and can account for as much as 30% of the total assets held. ***Explain*** what the 3 main categories of stock held are. (3)

18. ***Describe*** the 3 stages involved in dealing with stock control. (3)

19. ***Describe*** the 4 stages used when deciding on the qualities of stock held. (4)

20. ***Draw*** the diagram on stock control on page 60. (1)

**Storage of Stock**

21. ***List*** the 3 advantages and 3 disadvantages of both centralised and decentralised stock. (6)

22.***Outline*** the terms Just-in-time and Kanban systems of production giving advantages and disadvantages of each. (6)

**Purchase of Materials**

*23.* ***Explain*** the tem “the purchasing mix” and the factors that should be considered when choosing a supplier. (6)

**Distribution and Delivery**

24. **Describe** the various methods of distributingproducts listing an advantage and a disadvantage of each.(12)

**Ethical and Environmental Considerations**

*25.****Explain*** the term “Fairtrade”. (1)

*26.* ***Outline*** the reasons organisations have joined this movement. (1)

*27.****Describe*** the advantages and disadvantages of being a part of Fairtrade can bring to an organisation. (6)

**Environmental Responsibility**

*28.****Describe*** the legislations that are in place and the benefits organisations can gain from operating in an ethical manner. (8)

**Ethical Operations**

29.Working ethically involves doing the right thing and acting in the right way in a fair and honest way to all involved. ***Outline*** the advantages and disadvantages of working in this manner. (8)

30.Give examples of unethical behaviour. (4)

**Role of Technology in Operations**

*31.****Explain*** the term Computer–Aided Design (CAD). ***List*** the advantages and disadvantages of this method of production. (7)

*32.****Explain*** the term Computer–Aided Manufacture (CAM). ***List*** the advantages and disadvantages of this method of production. (7)