**Higher Business Management**

**Management of Operations Checklist**

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| **Role of the Department** |  |  |  |
| * Describe the role of the Operations department.
* Justify the need for the Operations department.
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| **Stock Control** |  |  |  |
| * Describe factors to consider for materials management
* Describe factors to consider for the purchasing mix
* List different types of stock

**Overstocking and Understocking*** Define overstocking and understocking
* Describe the consequences of understocking
* Describe the consequences of understocking

**Stock Control**Describe and justify the following features of stock control:* Maximum stock level
* Minimum stock level
* Re-order level
* Re-order quantity
* Lead time
* Draw the stock control diagram

**Stock Control Methods*** Define computerised stock control
* Describe how bar codes and EPOS can be sued for stock control
* Discuss the advantages and disadvantages of using computerised stock control

**Just in Time*** Define the term JIT.
* Discuss the use of JIT.
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| **Storage** |  |  |  |
| * Describe the terms centralised and decentralised storage.
* Discuss centralised storage.
* Discuss decentralised storage.
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| **Production** |  |  |  |
| Describe, give examples and discuss the following methods of production:* Job production
* Batch production
* Flow production

Describe and discuss the following:* Capital intensive production
* Labour intensive production
* Define the term automation.
* Justify the use of automation.
* Define the term mechanisation.
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| **Quality** |  |  |  |
| Describe the benefits and costs of ensuring quality production.**Quality Inputs**Describe the following quality inputs and discuss their use:* Good quality raw materials
* Training employees
* Maintaining machinery
* Rigorous recruitment and selection processes

**Quality Methods**Describe and discuss the following quality methods:* Quality assurance
* Quality control
* Quality circles
* Quality management
* Benchmarking
* Mystery Shopper

**Quality Standards*** Define the term quality standards.
* Describe the benefits of using quality standards to a customer.
* Describe the benefits of using quality standards to a business.
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| **Ethics and Environment** |  |  |  |
| **Ethics*** Describe ethical factors to consider when choosing a supplier.
* Describe the term Fair Trade
* Discuss the use of Fair Trade a business to act ethically

**Environment*** Describe strategies a business could adopt to act environmentally friendly. (Pollution, waste, recycling, packaging, sustainability)
* Discuss a business acting environmentally friendly.
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| **Operations & ICT** |  |  |  |
| Explain how different technologies can improve the efficiencies of the Operations department:* Computer Aided Design (CAD)
* Computer Aided Manufacture (CAM)
* Email
* Internet
* EPOS
* Word Processing
* Spreadsheets
* Databases
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