**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. |  |  |  |
| **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. |  |  |  |
| **Storage** |  |  |  |
| * Describe the terms centralised and decentralised storage. * Discuss centralised storage. * Discuss decentralised storage. |  |  |  |
| **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. |  |  |  |
| **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. |  |  |  |
| **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. |  |  |  |
| **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 |  |  |  |