

Unit 2.3 Making operational decisions

Subject content	What you need to learn	RAG	WWW	EBI
2.3.1 Business operations	Impacts of technology on production: <ul style="list-style-type: none"> • balancing cost, productivity, quality and flexibility. 			
2.3.2 Working with suppliers	Managing stock: <ul style="list-style-type: none"> • interpretation of bar gate stock graphs • the use of just in time (JIT) stock control. The role of procurement: <ul style="list-style-type: none"> • relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust • the impact of logistics and supply decisions on: costs, reputation, customer satisfaction. 			
2.3.3 Managing quality	The concept of quality and its importance in: <ul style="list-style-type: none"> • the production of goods and the provision of services: quality control and quality assurance • allowing a business to control costs and gain a competitive advantage. 			
2.3.4 The sales process	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. The importance to businesses of providing good customer service.			
Test Score	What progress have I made? How do I know this?	WWW, EBI:		