

A PRODUCTION PROCESSES

1	Production	The process of providing a good/service to another business or consumer
1	Job Production	Making products individually. Usually labour intensive
2	Batch Production	Making one type of product, then switching to another
3	Flow Production	The production of one product continuously on a production line
4	Automation	Production involving machinery, not controlled by a person

B QUALITY OF GOODS AND SERVICES

1	Goods	The physical product manufactured and/or sold by a business
2	Services	The provision by a business where they help or do work for a consumer
3	Quality Control	A system for inspecting the quality of goods and services at the end of production
4	Quality Assurance	An approach that involves the whole business focussing on production all the way through each process
5	Returns	Goods which are taken back by the customer due to problems
6	Recalls	The business asks customers to return the product due to faults

C SALES PROCESS AND SERVICE

1	E-Commerce	Bringing together the buyer and seller electronically
2	Customer service	What a business does to keep the customer happy during and after purchase
3	Face to face sales	Usually completed in a physical location where there is contact between the buyer and seller
4	Telesales	Sales completed over the telephone between the buyer and seller
5	After-sales service	Any help, advice or support given to the customer after they have bought a product/service
6	Retention	The ability of a business to keep its customers from shopping elsewhere.

D CONSUMER LAW

1	Fit for purpose	This means the good/service produced does what it is meant to do
2	As described	This means the good/service is exactly as the business described it
3	Satisfactory quality	This means the good/service will be made to reflect the selling price
4	Reputation	What customers say, think and feel about the business
5	Consumer rights act	The protection of customers by law when they buy goods and services from a business
6	Consumer law	All laws and regulations that seek to ensure the buyer isn't disadvantaged by the seller.

E BUSINESS LOCATION

1	Location	The area where a business chooses to set up production or sales
2	Proximity	How near it is
3	Labour	The people employed by a business to produce a good or service
4	Raw materials	Materials needed to produce saleable goods and services
5	Transport infrastructure	The provision of roads, railways, ports and airports.

F WORKING WITH SUPPLIERS

1	Supplier	A business who supplies goods/services to another business
2	Logistics	The management of transportation and storage of goods
3	Procurement	The management of purchasing of materials/goods within a business
4	Supply	The amount produced in total by a business/all businesses
5	Demand	The amount wanted/needed by the consumer of a good/service
6	Supply Chain	The sequence of processes involved in the production and distribution of a good from raw material to finished product/service.