**Operations**

Topics covered:

1.1. What options exists for starting up a small business

1.4 Importance of limited liability

1.4. Start-up legal and tax issues

3.2 Effective customer service

1.4 Effective on time delivery and customer satisfaction

3.2 Meeting consumer protection laws

3.2. Design and research development

3.2. Managing stock and quality

3.2. Cost effective operations and competitiveness

**Types of ownership**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Type | Definition | Pros | Cons | Example |
| Franchise |  |  |  |  |
| Sole Trader |  |  |  |  |
| Partnership |  |  |  |  |
| LTD |  |  |  |  |
| PLC |  |  |  |  |

**Location – Factors to consider**

**Start up a legal tax issues**

Business names should be …..

VAT is …

PAYE is …

NIC is …

Which business make which types of payments?

VAT, PAYE, NIC, Corporation tax, Income Tax, (What does it depend on …)

Sole Trader and Partnership?

Limited companies?

**Customer Service**

**Advantages of good customer service?**

**Customer protection legislation**

|  |  |  |
| --- | --- | --- |
| Trades Description Act | Sales of Goods Act | How doe thee acts effect businesses? |
|  | | |

**Design and Research and Development**

Elements of the design mix are …

Why is design important?

A prototype is …

**Managing stock**

Stock is …

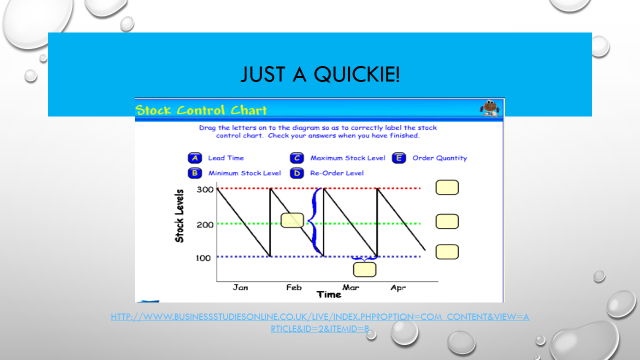
a.

b.

c.

Why is it important to have good stock control?

|  |  |
| --- | --- |
| Features of JIC | Features of JIT |
|  |  |
|  |  |
|  |  |



**What does the term Maximum Stock Level mean? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What does the term Re-Order Level mean? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What does the term Minimum Stock Level mean? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What does the term Re-Order Quantity mean? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What does the term Lead Time mean? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What are the advantages of Just in Time? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What are the disadvantages of Just in Time? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Quality**

Define Quality control:

Define Quality Assurance:

What are the implications of having poor quality products?

What are the quality standards that a business can achieve?

Explain what ‘Kaizen groups’ are and how they are used in an organisation

Define ‘Zero defects’

Define Productivity: \_\_\_\_\_\_

What is the formula for calculating productivity?

Explain the methods that a business can use to increase their productivity?

\_\_\_\_\_

Methods of reducing costs