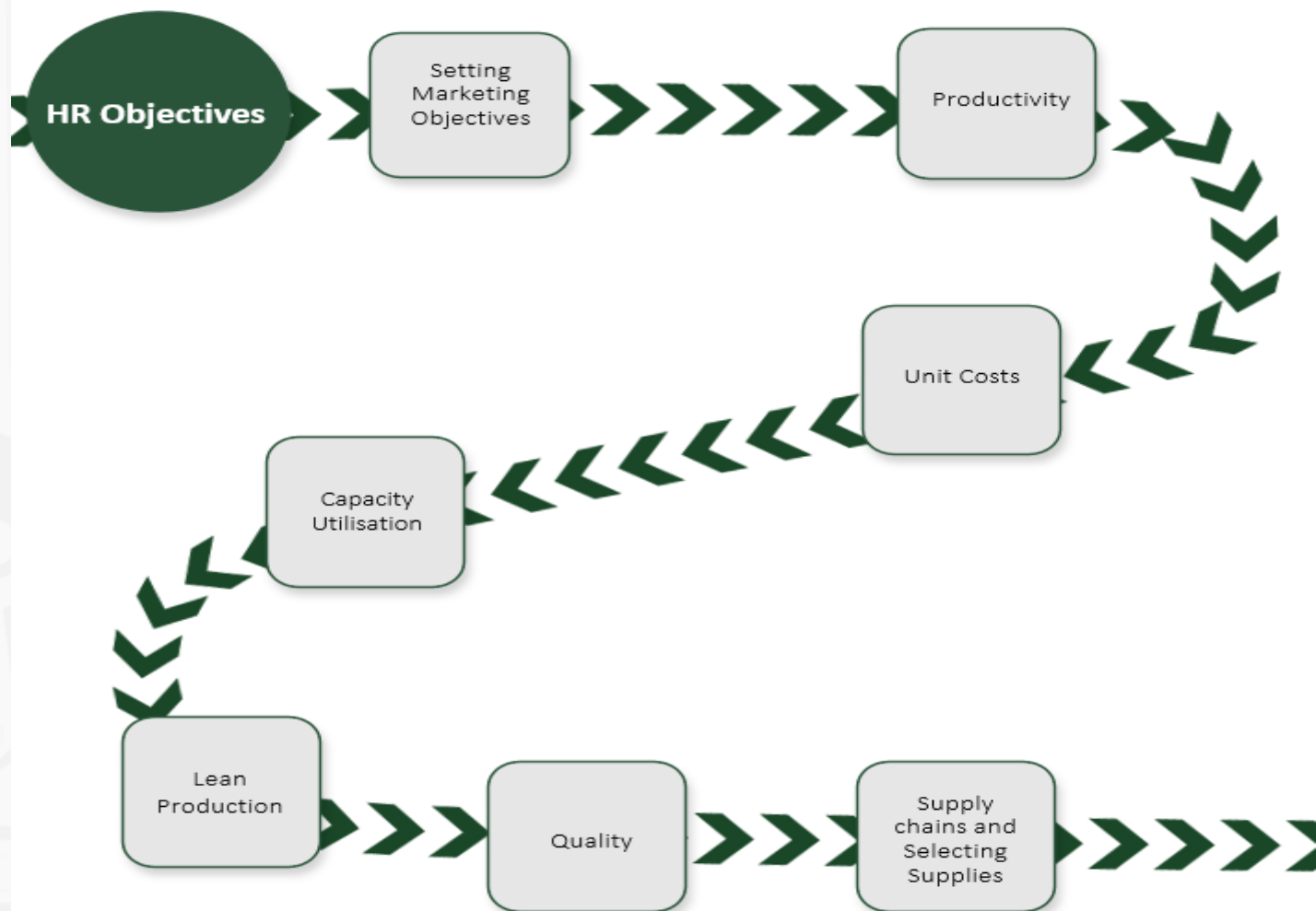


LEARNING JOURNEY Business



Decision Making in Operations - Year 12

You will develop your understanding of the importance of maintaining quality and how a business aims to manage quality effectively through analysing different metrics. You will recognise that there is a trade-off between price and customer expectations of quality. You will all have experienced customer service (both good and bad). We will be learning about the importance of good customer service through the sales process from the business perspective in an increasingly competitive marketplace.



TUDOR HABITS AND VALUES:

You will need to be pragmatic when considering whether or not businesses should adopt a JIT form of stock management as circumstances may change

Key Words:

Unit, Logistics, Lead Time, Buffer, Outsource