STOKE DAMEREL

Aspire Achieve Thrive

## Cycle 4

# Business

## Year 10

## Three Year Course

**Name: _____**

**Tutor: _____**

# Year 10 Homework Timetable

| | | | | |
|---|---|---|---|---|
| **Monday** | Bedrock Learning | Ebacc Option D | Option C | Modern Britain |
| **Tuesday** | English | Tassomai | Option B | Option A |
| **Wednesday** | Hegarty | Science | Modern Britain | Option C |
| **Thursday** | Ebacc Option D | Tassomai | Bedrock Learning | Option B |
| **Friday** | Hegarty | Science | English | Option A |

**Tassomai - 2 Daily Goals per week**
**Hegarty - 4 tasks of Hegarty per week**

| Block A | Block B | Block C | Block D |
|---|---|---|---|
| Art | Business Studies | Art | French |
| Dance | Child Development | Business Studies | Geography |
| Drama | Catering | Geography | History |
| Media Studies | Computer Science | Health & Social Care | |
| Music | Drama | History | |
| Photography | Health & Social Care | Catering | |
| | IT | Photography | |
| | Media Studies | Sport | |
| | Sociology | Travel & Tourism | |
| | Sport | | |

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GREENSHAW
LEARNING TRUST

**Year 10 - Homework plan Business**

| **Week/Date** | **Homework Task** | **Examination Question** |
|---|---|---|
| Week 1<br>25th April | Cornell Notes on: Business Operations (methods of production) | Question 1: Explain one benefit to a business of using a flow production process. (3) |
| Week 2<br>2nd May | Revision cards on **Working with Suppliers** | Question 2:<br>Explain one benefit to a business of having a good relationship with its suppliers. (3) |
| Week 3<br>9th May | Cornell Notes on: Working with suppliers and the role of procurement | Question 3: Explain one reason why a business might use just in time stock control. (3) |
| Week 4<br>16th May | Revision cards on **Managing Quality** | Question 4:<br>Explain **one** advantage to a business of producing a high quality product. (3) |
| Week 5<br>23rd May | Cornell Notes on: The sales process | Question 5:<br>Explain **one** disadvantage to a business of providing poor customer service. (3) |
| Week 6<br>6th June | Revision cards on **The Sales Process** | Question 6: Explain how an increase in a businesses spending on customer service can lead to an increase in profits. (6) |
| Week 7 and 8<br>13th and 20th June | Revision:<br>Cornell Notes / Mind map / Revision cards | Revision |
| Week 9<br>27th June | Plug the gaps | |

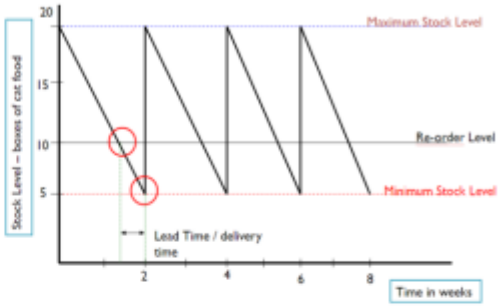
# Business Studies Y10 Knowledge Organiser C4

| Week | Key Knowledge | Key terms | Contextual information |
|---|---|---|---|
| **1 & 2**<br><br>**Production process** | **Job** – Products produced by specialists, often bespoke or made to order. For example wedding cakes | **Bespoke** – One of a kind, made to the specification of the customer | Production is linked to productivity, flexibility, cost and quality. Businesses that create bespoke products can charge more for their products because of the quality. For example Fender charges up to £10,000 for a guitar.<br><br>However, products that are produced on a production line can be made more cheaply allowing the business to pass this saving on to the customer and creating competitive advantage |
| | **Batch** – Products made in batches. A production line will make several of one item then switch and make several of another. For example a bakery | **Economies of scale** – the more of a product that is made the cheaper it becomes to make it. For example, bulk buying if a business buys more raw materials then they will be cheaper | |
| | **Flow** – The production is normally done on an assembly line. This is often automated so the process can continue 24 hours a day 7 days a week. For example: Car manufacturing | **Automation** – The use of machinery or robotics to make products | |

| Week | Key Knowledge | Key terms | Contextual information |
|---|---|---|---|
| **1 & 2**<br><br>**Technology on production** | **Reducing costs** – Although capital outlay is expensive, machinery can be run much more efficiently enabling mass production and reduces the need for employees therefore reducing costs | **Cost per unit** – The raw material and labour cost to make one unit | Impacts of technology<br>• Speeds up production process<br>• Lowers production costs<br>• Ensures fewer mistakes<br>• Initial investment is costly<br>• Technology can become obsolete<br>• Requires employee training |
| | **Improving quality** – Machinery reduces human error and design programmes improve design processes. Also tracking systems for deliveries can improve customer experience | **Supply chain management** – The management of resources during the production process | |
| | **Improving flexibility** – Machinery can be reprogrammed to create a variety of products. Online processes can allow customers to design bespoke products much more cheaply | **Standardisation** – Products that are exactly the same as each other | |

| Week | Key Knowledge | | | | | Contextual information |
|---|---|---|---|---|---|---|
| **2 & 3**<br><br>**Working with suppliers**<br>**The role of procurement** | **Reliability** – The orders need to be deliver on time and the need to be correct | | **Capacity** – Can the suppliers meet the needs of the business, if the business grows can they still meet the needs | | | Impact of suppliers<br>• Good relationships can create competitive advantage<br>• Good relations can improve reputation of business through better products<br>• Speedy deliveries can make businesses more efficient<br>• Late deliveries will delay production<br>• Poor quality supplies will impact reputation negatively |
| | **Payment terms** – Does the supplier offer trade credit, when will they expect to be paid | | **Quality** – Is the quality appropriate for the customer expectations, can the quality be guaranteed | | | |
| | **The role of procurement:**<br>•Relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust<br>•The impact of logistics and supply decisions on: costs, reputation, customer satisfaction | | | | | |
| | **Key Relationships with suppliers:** | | | | | |
| | **Quality** - A business will want its suppliers to sell them the best possible quality products for the price | **Delivery** -If a delivery is late this may stop production and could cost the business money | **Availability** - supplier to deliver quality stock on time – there will be problems if the stock is not available | **Cost** - both sides will want the deal to last a long time to reduce the costs of having to find other suppliers, customers or renegotiate a deal | **Trust** - relationships work well when there is joint problem solving and open communication between the businesses | **Procurement defined:** Is the process by which businesses buy raw materials, component, products, services, and other resources from a supplier to produce their own products and services |

# Business Studies Y10 Knowledge Organiser C4

| Week | Key Knowledge | Key terms | Bar gate graph |
|---|---|---|---|
| **3 & 4 Managing stock** | **Customer satisfaction –** Managing the level of stock will be important to maintain customer confidence in a business. Customers will go to competitors if they cannot get the products they require from a business | Bar gate graph used to measure stock levels in a business. Indicating when stock Is low and when to reorder |  |
| | | **Buffer stock –** The minimum stock level a business will hold | |
| | **Perishable/obsolete –** Some products will have a limited shelf life and may be spoiled. Some products are seasonal and some products will not be demanded by consumers if they are no longer desirable | **Maximum stock level –** The amount a business can store within its warehouses | |
| | | **Lead time –** the time it takes from ordering to delivery | |
| | **Quantity –** holding enough stock to meet customer need is important to the success of a business. However stock is a drain on cash flow so too much stock is not good for a business | **Re-order level –** The point that stock is low, allowing for time for stock to be delivered | |



| Week | Key Knowledge | |
|---|---|---|
| **3 & 4 JIT** | **Just in Time stock management is the process of ordering enough stock for the beginning of the production process. This means that a business does not need to warehouse stock reducing costs. For this process to be successful businesses must have excellent relationships with suppliers.** | |
| | **Advantages** | **Disadvantages** |
| | No need for warehousing, reducing fixed costs | Stock could be late or damaged in transit delaying production |
| | Cash is not tied up in stock so can be used for other elements of the business | If there are unexpected orders businesses may not be able to meet demand |

| Week | Key themes | | | |
|---|---|---|---|---|
| **3 & 4 Quality** | **Quality control – The process of checking whether products made on a production line of an appropriate quality and flaw free before shipping to the customer. This ensures that the customer is satisfied and the reputation of the business stays intact** | | **Quality assurance – An embedded process where quality is put at the heart of the production process. All production works are invested in producing quality products and can intervene if they believe that quality in not being met** | |
| | **Advantages** | **Disadvantages** | **Advantages** | **Disadvantages** |
| | Faults will be picked up and issues resolved | Process happens at the end faulty product become waste increasing costs | Less waste as faults are picked up early in the process | Training for staff is more involved and the business is reliant on staff to pick up faults |
| | Customer will be satisfied with product | Have to employ quality controller to check product increasing costs | No need for quality controllers | May have to increase prices to cover the training costs making business less competitive |

| Week | Key terms | | | | |
|---|---|---|---|---|---|
| **5 & 6 The sales process** | **Customer interest**<br>Customers will become interested in products or services that are well marketed. Creating a strong brand image and reputation will increase the chance of consumers choosing your product | **Speed and efficiency of service**<br>Efficient production processes are important in order for the business to meet the demand for the product. Delivery will also need to be timely to keep customers happy. | **Customer engagement**<br>This is extremely important is the service industry. Staff need to build relationships with the customer to build trust. This will also be the case with large purchases like cars or houses | **Post-sale service**<br>Many businesses offer an aftersales service. This not only builds loyalty and promotes positive reputation it encourages repeat purchase.<br>Also post sale service guarantee can help a business make a sale | **Customer loyalty**<br>Retaining customers is good for building a brand.<br>Also it is much more expensive to attract new customers than it is to keep existing ones |

# WEEK 1

Date…….

Explain one benefit to a business of using a flow production process. (3)

Answer:-

# WEEK 2

Date…….

Explain one benefit to a business of having a good relationship with its suppliers. (3)

Answer:-

# WEEK 3

Date…….

Explain one reason why a business might use just in time stock control. (3)

Answer:-

# WEEK 4

Date…….

Explain **one** advantage to a business of producing a high quality product. (3)

Answer:-

# WEEK 5

Date…….

Explain **one** disadvantage to a business of providing poor customer service. (3)

Answer:-

# WEEK 6

Date…….

Explain how an increase in a businesses spending on customer service can lead to an increase in profits. (6)

Answer:-

## STEP 2: CREATE CUES

What: Reduce your notes to just the essentials.

What: Immediately after class, discussion, or reading session.

How:
- Jot down key ideas, important words and phrases
- Create questions that might appear on an exam
- Reducing your notes to the most important ideas and concepts improves recall. Creating questions that may appear on an exam gets you thinking about how the information might be applied and improves your performance on the exam.

Why: Spend at least ten minutes every week reviewing all of your previous notes. Reflect on the material and ask yourself questions based on what you've recorded in the Cue area. Cover the note-taking area with a piece of paper. Can you answer them?

## STEP 1: RECORD YOUR NOTES

What: Record all keywords, ideas, important dates, people, places, diagrams
and formulas from the lesson. Create a new page for each topic discussed.

When: During class lecture, discussion, or reading session.

How:
- Use bullet points, abbreviated phrases, and pictures
- Avoid full sentences and paragraphs
- Leave space between points to add more information later

Why: Important ideas must be recorded in a way that is meaningful to you.

## STEP 3: SUMMARISE & REVIEW

What: Summarise the main ideas from the lesson.
What: At the end of the class lecture, discussion, or reading session.
How: In complete sentences, write down the conclusions that can be made from the information in your notes.
Why: Summarising the information after it's learned improves long-term retention.

Date / / Topic

# WEEK 1

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| Revision Card on Working with Suppliers | Answers |
| --- | --- |
| 1. Name four factors of working with suppliers?<br>2. Define procurement?<br>3. Name one reason why it is important to get procurement right?<br>4. Name an impact of poor relationships with suppliers to a business?<br>5. Name the five key areas of a positive relationship with suppliers?<br>6. What is meant by logistics? | |

| Revision Card on Quality | Answers |
| --- | --- |
| 1. Define Quality Control?<br>2. Define Quality Assurance?<br>3. What is the difference between quality control and quality assurance?.<br>4. Name an advantage of Quality Control?<br>5. Name a disadvantage of Quality Assurance? | |

| Revision Card on the Sales Process | Answers |
| --- | --- |
| 1. There are 5 key areas to the sales process: name them all?<br>2. Name two ways staff build relationships with customers?<br>3. Why is speed and efficiency important in the sales process?<br>4. What is a post-sale service?<br>5. Why is customer loyalty important to a business? | |