Your notes

GCSE Business: revision notes

Production and quality

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Production methods

- **Job production** makes one-off products to a customer's order, such as a wedding dress or a bridge. Quality is high and each product is unique, but it is slow and expensive.
- **Batch production** makes groups of identical products, such as loaves in a bakery.
- **Flow production** is continuous mass production on an assembly line, such as cars or cans. It has low unit costs, but it is expensive to set up, less flexible and can involve repetitive work.

Efficiency and technology

- **Productivity** is the output per worker in a given time. **Lean production** means cutting waste in every part of production.
- **Just-in-time** (JIT) stock control means stock arrives exactly when it is needed. It cuts storage costs, but a late delivery can stop production.
- Automation and robots can raise output and consistency, but cost money and may reduce jobs.

Managing stock

- Some businesses keep **buffer stock** (a minimum level) just in case. A bar gate stock graph shows the maximum stock level, the **buffer stock**, the re-order level and the **lead time** (the time between ordering and delivery).

Quality

- **Quality control** checks products at the end of production. **Quality assurance** checks quality at every stage, with all staff responsible. Total quality management (TQM) makes quality part of the whole business's culture.

- Good quality builds reputation, reduces returns and allows higher prices, but it costs money in training and checking.

Key terms

Job production	Making one-off products to a customer's order.
Batch production	Making groups of identical products.
Flow production	Continuous mass production on an assembly line.
Productivity	Output per worker in a given time.
Lean production	Reducing waste in all parts of production.
Just-in-time	Stock control where stock arrives exactly when it is needed.
Buffer stock	The minimum stock kept in case of emergencies.
Lead time	The time between ordering stock and its delivery.
Quality control	Checking products at the end of production.
Quality assurance	Checking quality at every stage of production.

Quick questions

Cover the answers and test yourself: remembering is what makes it stick.

1. What is job production?
2. What is flow production?
3. Which product is best suited to job production?
4. What is productivity?
5. What is just-in-time stock control?
6. What is a risk of just-in-time stock control?
7. What is buffer stock?
8. What is lead time?

Answers

1. Making one-off products to a customer's order
2. Continuous mass production on an assembly line
3. A made-to-measure wedding dress
4. Output per worker in a given time
5. Stock arrives exactly when it is needed
6. A late delivery could stop production
7. A minimum level of stock kept for emergencies
8. The time between ordering stock and it arriving

What to do next

Practise 12 questions on this topic

Try 4 exam questions, with mark schemes

Your notes

Read the lesson, one step at a time

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