

## Subject: GCSE Business Studies

Learning Intention	Vocab	Concept	Retrieval	Success Criteria	Hinge Questions for this lesson	Red Zone
Week 16-17 Lesson 1 2.3.1 Business operations  Can I understand the purpose of business operations?	Operations Efficiency Productivity Value added	Operations and Human Resources Management	The purpose of business operations is to produce goods or provide services efficiently.	<ul style="list-style-type: none"> <li>To understand the purpose of business operations:</li> <li>✓ To produce goods</li> <li>✓ To provide services</li> </ul>	Which statement best describes the purpose of business operations? A. To maximise profit through marketing B. To produce goods or services efficiently C. To recruit and train staff D. To manage customer complaints	Explain how efficient operations can improve both customer satisfaction and business competitiveness.
Week 16-17 Lesson 2 2.3.1 Business operations  Can I describe the different production processes?	Job production Batch production Flow production Specialisation	Operations and Human Resources Management	Job production creates one-off items; flow production creates large volumes of identical products.	<ul style="list-style-type: none"> <li>To understand and describe the production processes:</li> <li>To describe each type;</li> <li>✓ job, batch, flow</li> </ul>	Which production method is most suitable for mass production? A. Job B. Batch C. Flow D. Project	Compare job, batch, and flow production for a bakery.

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Week 16-17 Lesson 3 2.3.1 Business operations  Can I understand the impact of different production processes?	Productivity  Unit cost  Economies of scale  Flexibility	Operations and Human Resources Management	Higher productivity usually leads to lower unit costs.	<ul style="list-style-type: none"> <li>To know and understand the impact of different types of production processes.</li> <li>To understand why keeping productivity up and costs down and allow for competitive prices</li> </ul>	Which factor is most likely to reduce unit costs? A. Lower productivity B. Higher labour turnover C. Increased automation D. More product variety	Analyse how switching from batch to flow production affects costs and quality.
Week 16-17 Lesson 4 2.3.1 Business operations  Can I understand the impact of technology on production?	Automation  Capital intensive  Efficiency  Investment	Operations and Human Resources Management	Technology can increase productivity but requires high upfront investment.	<ul style="list-style-type: none"> <li>To understand the impacts of technology on production</li> <li>To focus on balancing cost and productivity</li> </ul>	Which is a disadvantage of new production technology? A. Higher productivity B. Reduced long-term costs C. High initial investment D. Improved consistency	Evaluate whether a small manufacturer should invest in automation.

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Week 16-17 Lesson 5 2.3.1 Business operations  Can I understand the impact of technology on production?	Quality assurance  Consistency  Flexibility  Innovation	Operations and Human Resources Management	Technology improves quality consistency by reducing human error.	<ul style="list-style-type: none"> <li>To continue to understand the impacts of technology on production</li> <li>To focus on quality and flexibility.</li> </ul>	Which benefit of technology most improves product quality? A. Faster production B. Reduced labour costs C. Greater consistency D. Increased product range	Explain how technology can increase and reduce flexibility.
Week 18-19 Lesson 1 2.3.2 Working with suppliers  Can I analyse the management of stock?	Stock control  Buffer stock  Reorder level  JIT	Operations and Human Resources Management	JIT aims to minimise stock by receiving goods only when needed.	<ul style="list-style-type: none"> <li>To analyse the management of stock:</li> <li>To interpret bar gate stock graphs</li> <li>To understand the use of just in time (JIT) stock control</li> </ul>	Which is a risk of JIT? A. Lower storage costs B. Reduced waste C. Stockouts during delays D. Improved cash flow	Interpret a bar-gate stock graph and explain risks.

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Week 18-19 Lesson 2 2.3.2 Working with suppliers  Can I understand the role of procurement?	Procurement Lead time  Supplier reliability  Quality	Operations and Human Resources Management	Procurement involves selecting and managing suppliers.	<ul style="list-style-type: none"> <li>✓ To understand the role of procurement:</li> <li>✓ To investigate relationships with suppliers.</li> <li>✓ To analyse quality, delivery (cost, speed, reliability), availability, cost and trust.</li> </ul>	<p>Which factor is most important for perishable goods?</p> <p>A. Branding B. Lead time C. Payment terms D. Number of employees</p>	Analyse how poor procurement increases costs.
Week 18-19 Lesson 3 2.3.2 Working with suppliers  Can I analyse the impact of logistics and supply decisions?	Logistics Supply chain  Distribution  Customer satisfaction	Operations and Human Resources Management	Effective logistics reduce costs and improve satisfaction.	<ul style="list-style-type: none"> <li>✓ To know the impact of logistics and supply decisions.</li> <li>✓ To focus these on costs, reputation and customer satisfaction.</li> </ul>	<p>Which logistics decision most affects customer satisfaction?</p> <p>A. Office layout B. Delivery reliability C. Staff uniforms D. Packaging colour</p>	Evaluate how poor logistics affect reputation.

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Week 18-19 Lesson 4 2.3.3 Managing quality  Can I investigate the importance of quality?	Quality  Customer expectations  Defects  Value for money	Operations and Human Resources Management	High quality reduces returns and increases loyalty.	✓ To investigate the concept of quality and its importance. ✓ To focus this on the production of goods and the provision of services	Which is a benefit of high quality?  A. Higher defect rates B. Lower satisfaction C. Increased repeat purchases D. Higher waste	Explain how poor quality increases costs.
Week 18-19 Lesson 5 2.3.3 Managing quality  Can I investigate the importance of quality?	Quality control  Quality assurance  Inspection  Prevention	Operations and Human Resources Management	QC checks products after production; QA prevents defects.	✓ To investigate the concept of quality and its importance. ✓ To focus this on quality control and quality assurance.	Which method prevents defects?  A. QC B. QA C. Inspection D. Reworking	Compare QC and QA for a manufacturer.
Week 20-21 Lesson 1 2.3.3 Managing quality  Can I discuss how businesses gain competitive edges?	Competitive advantage  Cost control  Differentiation  Efficiency	Operations and Human Resources Management	Controlling costs can help a business offer lower prices and gain competitive advantage.	✓ To know how to allow a business to control costs and gain a competitive advantage	Which factor is most likely to give a business a competitive advantage?  A. High defect rates B. Slow delivery C. Efficient operations D. Poor customer service	Explain how a business can use operations to gain a competitive edge in a crowded market.

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Week 20-21 Lesson 2 2.3.4 The sales process  Can I build an understanding of the sales process?	Sales process  Product knowledge  Efficiency  Customer needs	Operations and Human Resources Management	Good product knowledge helps staff provide accurate and helpful information.	✓ To understand the sales process. ✓ To focus on product knowledge, speed and efficiency of service	Which factor most improves the speed and efficiency of service?  A. Staff training B. Higher prices C. More advertising D. Longer opening hours	Design a training plan to improve product knowledge and service efficiency for a retail store.
Week 20-21 Lesson 3 2.3.4 The sales process  Can I build an understanding of the sales process?	Customer engagement  Feedback  After-sales service  Loyalty	Operations and Human Resources Management	Good after-sales service increases customer loyalty and repeat purchases.	✓ To understand the sales process. ✓ To focus on customer engagement, responses to customer feedback and post-sales service.	Which action best supports strong after-sales service?  A. Ignoring complaints B. Providing warranties C. Reducing staff numbers D. Increasing prices	Explain how customer feedback can be used to improve the sales process.

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Week 20-21 Lesson 4 2.3.4 The sales process  Can I fully understand the role of good customer service?	Customer service  Responsiveness  Reliability  Empathy	Operations and Human Resources Management	Good customer service improves reputation and customer retention.	✓ To fully understand the importance to businesses of providing good customer service.	Which behaviour best demonstrates good customer service? A. Slow responses B. Ignoring customer concerns C. Listening actively D. Using technical jargon	Analyse how poor customer service can damage a business's brand and profitability.
Week 20-21 Lesson 5 2.4.1 Business calculations  Can I fully master the calculation of gross and net profit?	Gross profit  Net profit  Revenue  Expenses	Financial Decision Making	Gross profit = revenue – cost of sales.	<ul style="list-style-type: none"> <li>To master the concept and calculation of;</li> </ul> ✓ Gross profit ✓ Net profit	A business has revenue of £50,000 and cost of sales of £30,000. What is gross profit? A. £10,000 B. £20,000 C. £30,000 D. £40,000	Create your own business scenario and calculate gross and net profit.