**Independent Home Learning**

Whilst you are unable to be learning in school, please complete the following online lessons provided by the BBC Bite Size to continue learning and making progress, provided you are well enough to do so. Completed work can be emailed to your class teacher for feedback.

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| Year Group: | 11 | Subject | Business |

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| Lesson | Description and link |
| 1 | **Production processes**A business must choose the right production method to suit its needs. They also have a choice between keeping surplus stock or using just-in-time stock control in order to meet customer demand.[Production Processes - Production processes - AQA - GCSE Business Revision - AQA - BBC Bitesize](https://www.bbc.co.uk/bitesize/guides/z4gm7nb/revision/1) |
| 2 | **The role of procurement**Procurement are responsible for the purchase and management of stock and supplies. Procurement have to decide which suppliers to use and hold a vital role in the supply chain.[Just-in-time (JIT) stock control - The role of procurement - AQA - GCSE Business Revision - AQA - BBC Bitesize](https://www.bbc.co.uk/bitesize/guides/zj8nhbk/revision/1) |
| 3 | **The concept of quality**Quality is essential to a business’ success. Customers must be happy with the products and services they receive. If they are not, a business is unlikely to gain a good reputation or repeat customers.[Consequences of quality issues - The concept of quality - AQA - GCSE Business Revision - AQA - BBC Bitesize](https://www.bbc.co.uk/bitesize/guides/zmqvf4j/revision/1) |
| 4 | **Good customer service**Some businesses rely on good customer service to give them an advantage over their competitors. This can start before a customer has made a purchase and continue afterwards.[Methods of good customer service - Good customer service - AQA - GCSE Business Revision - AQA - BBC Bitesize](https://www.bbc.co.uk/bitesize/guides/zhxrbdm/revision/1) |

Equipment required:

* Laptop;
* Pen, pencil and paper;
* Calculator;
* Dictionary;
* Highlighter.

If you have any questions, please email your class teacher.

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