

GCSE Business

Core Questions & Vocabulary

Year Group: Year 10

Composite: Unit 4

Composite number: 4 of 6

Core Questions	
1	What is the purpose of the operations function?
2	What is the difference between a good and service?
3	How does a business decide which production process to choose?
4	Why do businesses aim to be productive?
5	How has technology affected business operations?
Core Vocabulary	
1	Job production
2	Batch production
3	Flow production
4	Automation
5	Robotics
6	Product processes
7	Quality control
8	Quality assurance
9	Quality
10	Returns
11	Recalls
12	e-commerce
13	Customer service
14	Customer engagement
15	Click and collect
16	Face to face selling
17	Telesales
18	After-sales service
19	Product knowledge
20	Fit for purpose
21	As described
22	Consumer law
23	Satisfactory quality of goods
24	Reputation
25	Transport infrastructure
26	Proximity
27	Location
28	Labour
29	Raw materials
30	Logistics
31	Procurement
32	Suppliers