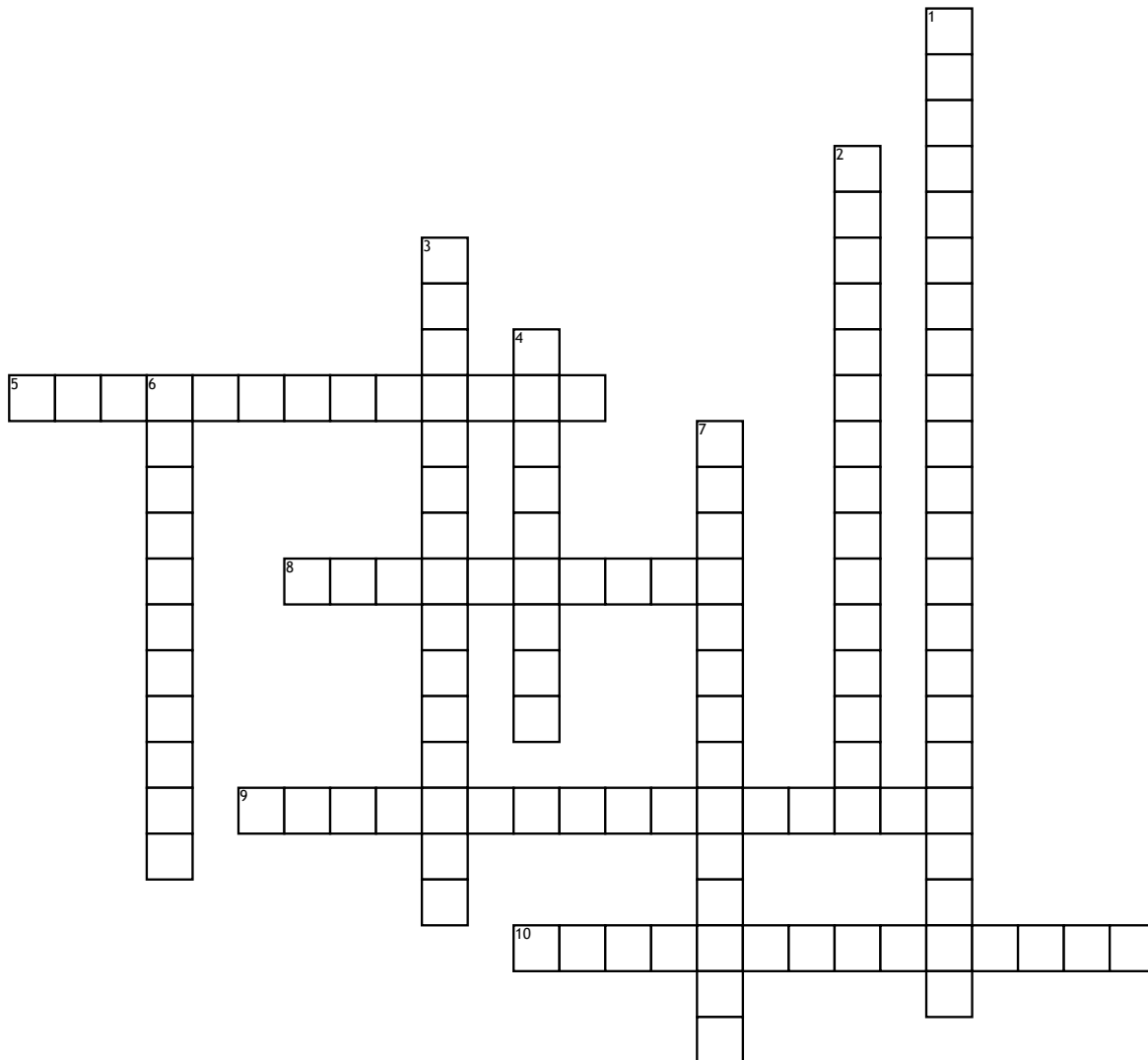


Business Operations Key Words



Across

5. Production is the changing inputs such as labour services into goods and services that can be sold

8. Refers to all the activities in managing the transformation process

9. The processes that ensure production quality meets the requirements of customers.

10. The process of inspecting products to ensure that they meet the required quality standards

Down

1. This is a specific approach to quality assurance that aims to develop a quality culture throughout the firm.

2. Batch production occurs when groups of items move together through different stages of the production process

3. Is part of a business's activities that is concerned with meeting customers needs as fully as possible

4. Logistics refers to the movement of goods services, information and money throughout the production process

6. Procurement will involve selecting suppliers, establishing the terms of payment and negotiating the contract

7. Mass production occurs when an item moves continuously from one stage of the process to another. It involves the large scale of production of identical items