

KEY TERM TOPIC 2.3

Across

8. Involves materials and components arriving at the workplace just in time for use and 'finished' products being immediately to customers with very little or no stock kept in case of problems with delivery or work in progress, etc.

9. Is the raw materials and components , work in progress o finished goods a business holds at any one time

10. Is what is sacrificed when one course of action is taken over another

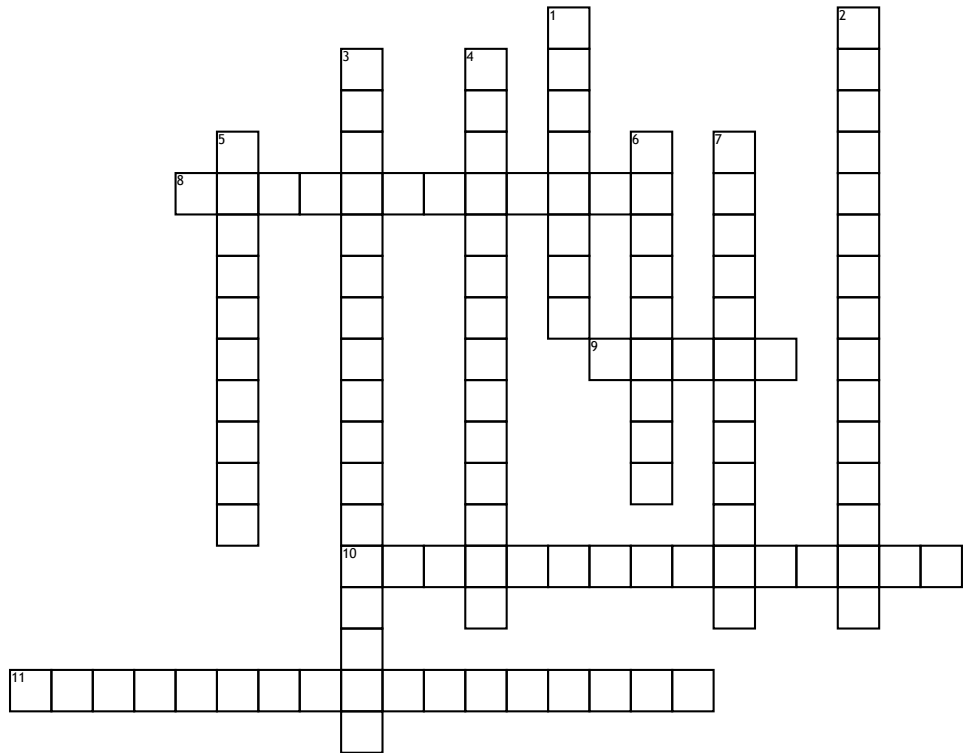
11. Is a series of activities designed to maximise the level of satisfaction that customers gain from purchasing product or service from a business

Down

1. Are things other people do far you such as cutting you hair

2. Is the process of inspecting and testing products in ode to reduce the number of ejects in the production process and returns from customers

3. Is a systematic approach to selling which involves a series of steps with the ultimate aim of making a sale



4. This is where a single items is made from start to finish , usually according to the customer's specifications

5. Involves the use of machines to carry out operational tasks

6. Is the length of time taken between two or more processes

7. It is a measure of how efficiently this process is being carried out

