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| --- | --- | --- | --- | --- |
| **Topics** | **Skill** | **Content** | **RAG** | **Have you revised it?** |
| **Production processes** | Define  Advantages/ disadvantages  Recommend the most suitable type of production for specific businesses | **Job**  **Batch**  **Flow** |  |  |
| **Quality of goods and services** | Define  Give examples  Advantages/ disadvantages  Explain why they are important | **Quality control**  **Quality assurance**  **TQM** |  |  |
| **The sales process and customer service** | Define  Give examples  Advantages/disadvantages  Why is customer service important? | **Methods of selling:**  **E-commerce**  **Face to face**  **Telesales** |  |  |
| **Consumer Law** | Define  Explain how this protect the consumer  The impact of consumer law on businesses – Safety of goods, loss of reputation, production of quality goods etc | **Of satisfactory quality**  **Fit for purpose**  **As described** |  |  |
| **Business location** | Explain how factors influence the location of business  Explain the importance of each to the specific business | **The cost of the site**  **Transport infrastructure**  **Proximity to raw materials**  **Proximity to labour**  **Proximity to customers** |  |  |
| **Working with suppliers** | Define  Explain the impact of logistical and supply decisions on business  Consider the most important factor when choosing a supplier | **Procurement**  **Choosing suppliers**  **Time, reliability of supply, length of the supply chain, costs, customer service** |  |  |
| **The role of the finance function** | Explain the purpose of the finance function  Explain how the finance function can influence business activity | **Finance department**  **Function**  **Role** |  |  |

**Paper 2**

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| **Sources of finance** | Define  Categorise into Short, medium and long term sources of finance  Advantages/ disadvantages of each  When can each be used  What would each be used for  Recommend the most suitable source of finance for a specific business | **Owner’s capital**  **Retained profit**  **Sales of assets**  **Overdraft**  **Trade credit**  **Taking on a new partner**  **Loan**  **Share issue**  **Crowdfunding**  **Internal/external finance** |  |  |
| **Revenue, costs, profit and loss** | Define  Calculate  Explain the factors that can affect revenue due to price changes  Explain what happens to costs when sales increase  What do gross profit margin and net profit margin show you? | **Sales revenue**  **Fixed costs**  **Total variable costs**  **Total costs**  **Gross profit**  **Net profit**  **Gross profit margin**  **Net profit margin** |  |  |
| **Break-even** | Define  Calculate  Draw a graph  Evaluate the usefulness of break-even: benefits and limitations | **Breakeven** |  |  |
| **Cash and cash flow** | Complete a cash flow forecast  Explain the difference between cash and profit  Use a cash flow to identify when a business requires finance  Evaluate the usefulness of cash flow forecasting: benefits and limitations | **Cash flow forecast**  **Opening balance**  **Closing balance**  **Net cash flow**  **Inflow**  **Outflow** |  |  |
| **Ethical and environmental considerations** | Explain ethics/ethical behaviour  Explain the impact of ethical considerations on businesses: the treatment of suppliers, marketing considerations, sourcing of materials, costs  Give examples of environmental considerations  Benefits to businesses of being environmentally friendly  Problems of being environmentally friendly | **Ethical considerations Sustainability**  **Waste disposal**  **Pollution**  **Climate change** |  |  |
| **The economic climate** | Define the terms  Explain the impact the following have on a business:  Income and employment levels  The impact of changes in income  The impact of changes in employment  Distribution of income  International economic climate  Responding to changes in the economic climate – production, human resources, finance, marketing | Economic climate  Income  Employment  Unemployment  Distribution of income |  |  |
| **Globalisation** | Explain the concept of ‘globalisation’ – transport, telecommunications and the internet, free trade arrangements.  Explain the impact of:  Globalisation on businesses  Growth of multinational companies  Benefits to UK businesses of locating in another country  Disadvantages to UK businesses of locating in another country  International branding  Purpose of business activity: Marketing, Human Resources, Business operations, Finance  The exchange rate and how businesses compete  Influences on business | Globalisation  Telecommunications  Free trade  Exchange rates |  |  |
| **The interdependent nature of business** | The links between different areas of business  The impact of risk and reward on business activity  Use financial information to measure, understand and evaluate business performance | Risk  Reward |  |  |