**Operations Management Revision**

Define the terms below:

|  |  |
| --- | --- |
| Batch Production |  |
| Flow Production |  |
| Efficiency |  |
| Technology |  |
| Quality |  |
| Customer Service |  |
| Consumer Protection |  |
| E-Commerce |  |

Advantages of job production:

Disadvantages of job production:

Advantages of batch production:

Disadvantages of batch production:

How can technology be used by small businesses?

What are the advantages of using technology?

What are the disadvantages of using technology?

For each of these, explain how good customer service can be offered:

Product:

Product information:

After-sales service:

Employees:

Premises:

Payment:

What are the benefits of good customer service?

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Give 5 different examples of consumer protection and explain how they protect the consumer:

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Explain how ICT can help small businesses: