



Business Department Saint Ambrose College

A Level Business (AQA) Knowledge Organiser

Unit 4 How to improve operational performance

Sub-topics

- 1 Setting operational objectives
- 2 Analysing operational performance
- 3 Increasing efficiency and productivity
- 4 Improving quality
- 5 Inventory and supply chains

Key concepts:

- Labour productivity
- Capacity utilisation
- Lean production
- Quality
- Outsourcing
- Inventory control diagrams

Key facts / information:

- Lean production is an 'umbrella' concept focused on cutting out waste, including the use of just-in-time stock control
- Quality assurance is focused on the proactive prevention of mistakes

Extension activities:

List 10 products with the best quality to poorest quality with justification.

Further reading and sources of information:

Tutor2U have produced a series of tutorial videos and reference materials for this unit, go to: <https://www.tutor2u.net/business/collections/aqa-a-level-business-study-notes-3-4-decision-making-to-improve-operational-performance>