

Pick A Card

Your team have a set of question-cards to answer.

- 1) Person 1 - ask Person 2 to "Pick a card".
- 2) Person 2 - pick a card and read it to Person 3.
- 3) Person 3 - answer the question.
- 4) Person 4 - praise Person 3 for their answer.
Re-cap it and say if it is right or wrong.
Mentor Person 3 if they are not correct.
- 5) Everyone praise Person 3.
Person 1 - give the cards to Person 2
and everyone change roles.

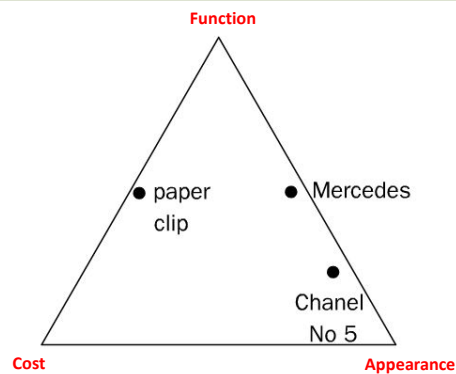


Question and Swap

- 1) You are given one question card with an answer on the back - stand up and raise your hand.
- 2) Walk around the room until you find someone else with their hand up - partner up and put your hand down.
- 3) Ask your partner your question.
Praise their answer and coach them if needed.
- 4) Your partner will then do the same to you, using their question.
- 5) Thank each other, swap cards and raise your hand - find a new partner.



What is the 'design mix'?



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What is 'stock'?

Materials that a business holds. Some stock could be raw materials (e.g. wood and nails waiting to be turned to chairs). Other stock could also be the finished chairs themselves waiting to be sold.



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What is the 'maximum stock level'?



The highest amount of stock that a business can keep.

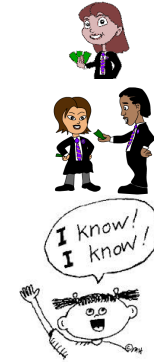


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What is the 're-order level'?



The amount of stock held by a business at which an order for new stock is placed with suppliers.



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What is the 'buffer stock'?



The lowest amount of stock to be kept by a business.



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What is 'JIT'?



Just In Time.

JIT is a stock management system where stocks are only delivered when they are needed. The idea is that no stock is actually kept as items arrive when needed and are used straight away.



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What is meant by the term 'quality'?



Achieving a minimum standard for a product or service which meets customers' needs.



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What is meant by the term 'quality control'?



Ensuring that a product or service meets minimum standards, often through testing of sample products **once they have been made.**



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What is meant by the term 'quality assurance'?



Ensuring that quality is produced and delivered at every stage of the production process, often through making quality the responsibility of every worker.



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How do you calculate 'productivity'?



Productivity = Total Output / No. of workers



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