

**Personal learning checklist for Operations in business**

<b>Topic</b>	<b>Ranking</b>
Job production meaning	
Advantages of job production	
Disadvantages of job production	
Examples of job production	
Flow production meaning	
Advantages of flow production	
Disadvantages of flow production	
Examples of flow production	
Meaning of lean production	
Lean production methods	
Kaizen	
Cell production	
Meaning of just in time	
Advantages of Just in time	
Disadvantages of just in time	
Outsourcing	
Advantages of outsourcing	
Disadvantages of outsourcing	
Off-shoring	
Advantages of Off-shoring	
Disadvantages of Off-shoring	
Meaning of procurement	
Logistics	
Importance of a business having a quality product/service	
Ways to ensure a quality product	
How quality could change over time	
Consequences of poor quality	
Meaning of TQM	
Understanding of how TQM can improve quality	
Customer service – Before, during and after	
Benefits of customer service	
Consequences of poor customer service	
ICT and customer service	