Long Term Plan			eir knowledge of external influences on businesses and how operations and hur nue to apply this understanding on local, national and international level Key Concepts and Themes	nan resource functions operate within a Vocabulary
	НТ1	External Influences 3	 Legislation Competitive environment 	national living wage, min wage, equality act, consumer law, health and safety, monopoly, market share
Studies	HT2	Production	 Production processes Efficiency in production Managing stock Role of procurement 	job production, flow production, lean, just in time, just in case, procurement
iness St	НТЗ	Quality	 Concept of quality Quality control Customer service 	quality, total quality management, outsourcing, franchising, customer service
10: Business	НТ4	Organising Employees	 Organisational Structures Recruitment Contracts of employment 	tall and flat organization structures, centralized, decentralized, recruitment process, contacts of employment, fulltime, parttime, job share, zero hours
Year	НТ5	Employee Productivity	Motivating employees	non-monetary, monetary methods, commission, profit sharing, fringe benefits, salary, wage
	НТ6	Employee Productivity	Training	Induction, on the job, off the job