

1. <b>batch production</b>	a specific group of components which go through a production process together; as one batch finishes, the next one starts	17. <b>innovation</b>	the creation of better or more effective products, processes, services, technologies or ideas
2. <b>business culture</b>	the way in which managers and employees in a business behave and operate	18. <b>intensive channel distribution</b>	the product is made available in as many places as possible
3. <b>business value</b>	a whole range of assets of the business that can increase in value, thus expanding the worth of the business		
4. <b>continuous scanning</b>	ongoing data collection and analysis on a broad range of factors from the business environment		
5. <b>corporate social responsibility</b>	a commitment by a business to operate ethically and contribute to economic development while improving the quality of life of our workforce and their families and the community at large		
6. <b>development</b>	selecting employees for educational programs that focus on roles that the employee may aspire to in the future		
7. <b>dismissal</b>	an employer terminates an employee's position, usually because the employee has either performed poorly in the workforce or for criminal acts against the employer		
8. <b>distribution channel</b>	the link between the producer and the customers of the product		
9. <b>division of labour</b>	breaking down complex tasks into a series of simplified, easier tasks performed by a number of workers; each worker performs the same task repetitively		
10. <b>e-commerce</b>	buying and selling products on the internet		
11. <b>environmental scanning</b>	the practice of monitoring a business's internal and external environment so that it can gather, analyse and use information for tactical or strategic purposes		
12. <b>environmental sustainability</b>	meeting the needs of the present generation without compromising the ability of future generations to meet their needs		
13. <b>exclusive channel distribution</b>	individual outlets are given exclusive distribution rights, usually for expensive products		
14. <b>flexibility</b>	the ability of people to adjust their behaviour to new information and changing circumstances		
15. <b>flow production</b>	a continuous process of parts and sub-assemblies passing on from one stage to another until completion		
16. <b>induction</b>	the educational process of making a transition to a new workplace and even a new role		