**BBI2O1 Test 2 - PRODUCTION, HR, MANAGEMENT, ETHICS, AND CSR**

**(Chapters 3, 5, 6, and 7 from the textbook)**

**Approximate Test Format**

* 10-marks - Part A: Multiple choice/True or False - **Knowledge and Understanding**
* 10 marks – Part B: Literacy – Article - **Communication**
* 10 marks - Part C: Short Answer Questions (2-3 questions) - **Thinking**
* 10 marks - Part D: Problem (1-2 questions) - **Application**

**Test Content**

* **Production** – 6 factors of production:
	1. Natural resources (also called primary industries or extractive industries) which includes agriculture, fishing and trapping, mining, water, fuel and energy and logging and forestry
	2. Raw materials (ingredients and supplies)
	3. Management
	4. Labor (automation, consolidation, and outsourcing)
	5. Capital (liquid vs. non-liquid) and intellectual property
	6. Information
* **Production process** – 4 stages:
	1. Purchasing
	2. Processing (converting raw materials into something else)
	3. Grading (checking for size and quality)
	4. Quality control (standards that ensure all products conform to certain standards)
	+ ISO standards (international standards with respect to quality, etc.)
* **Ways to improve productivity**
	+ Training (initial, ongoing, retraining and specialized)
	+ Capital investment (investment into machinery)
	+ Investment in applications of technology (software applications)
	+ JIT inventory (just in time inventory)
* **Activity** – egg drop contest & rollercoaster activity
* **HR (Human Resource)** – labour market, occupational forecast, essential skills, interview tips, (departures, dismissals, and retirements), compensation (hourly, commission, bonus, etc.), health and safety, employee rights and responsibilities, hours of work and overtime pay (max. daily hours, weekly hours and when overtime starts), trade unions
* **Management** – *three levels* (pg.211), *four major functions of management* (planning, organizing, leading, and controlling), ways to motivate employees, managing resources and various types of managers, *3 different leadership styles* (laissez-faire, authoritarian(autocratic), democratic), ethical behavior and management, teamwork and *6 types of teams* (pg.220) advantages and disadvantages of teams
* **Ethics** – ethical behavior (founded on our belief of what is morally right or wrong), what influences business ethics, common types of frauds (pg.83), unethical behavior (pg.84), whistleblowing, accounting scandal, forensic accountant, and insider trading
* **CSR** (Corporate Social Responsibility) – CSR principles (pg. 91), laws that govern corporate ethics and the 6 different areas (workplace safety, antidiscrimination issues, harassment, accessibility issues, environmental responsibility, and labor practices), and fair trade