

1. batch production	a specific group of components which go through a production process together; as one batch finishes, the next one starts	17. innovation	the creation of better or more effective products, processes, services, technologies or ideas
2. business culture	the way in which managers and employees in a business behave and operate	18. intensive channel distribution	the product is made available in as many places as possible
3. business value	a whole range of assets of the business that can increase in value, thus expanding the worth of the business		
4. continuous scanning	ongoing data collection and analysis on a broad range of factors from the business environment		
5. corporate social responsibility	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. development	selecting employees for educational programs that focus on roles that the employee may aspire to in the future		
7. dismissal	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. distribution channel	the link between the producer and the customers of the product		
9. division of labour	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. e-commerce	buying and selling products on the internet		
11. environmental scanning	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. environmental sustainability	meeting the needs of the present generation without compromising the ability of future generations to meet their needs		
13. exclusive channel distribution	individual outlets are given exclusive distribution rights, usually for expensive products		
14. flexibility	the ability of people to adjust their behaviour to new information and changing circumstances		
15. flow production	a continuous process of parts and sub-assemblies passing on from one stage to another until completion		
16. induction	the educational process of making a transition to a new workplace and even a new role		