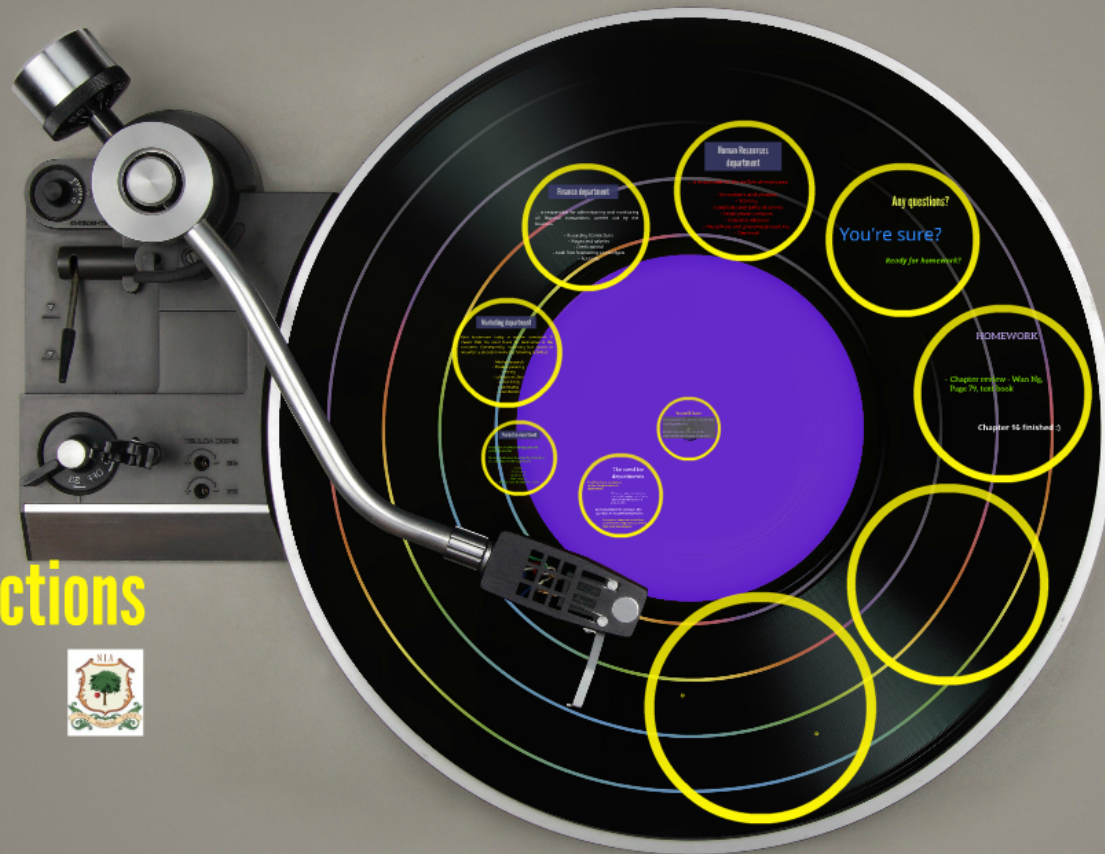
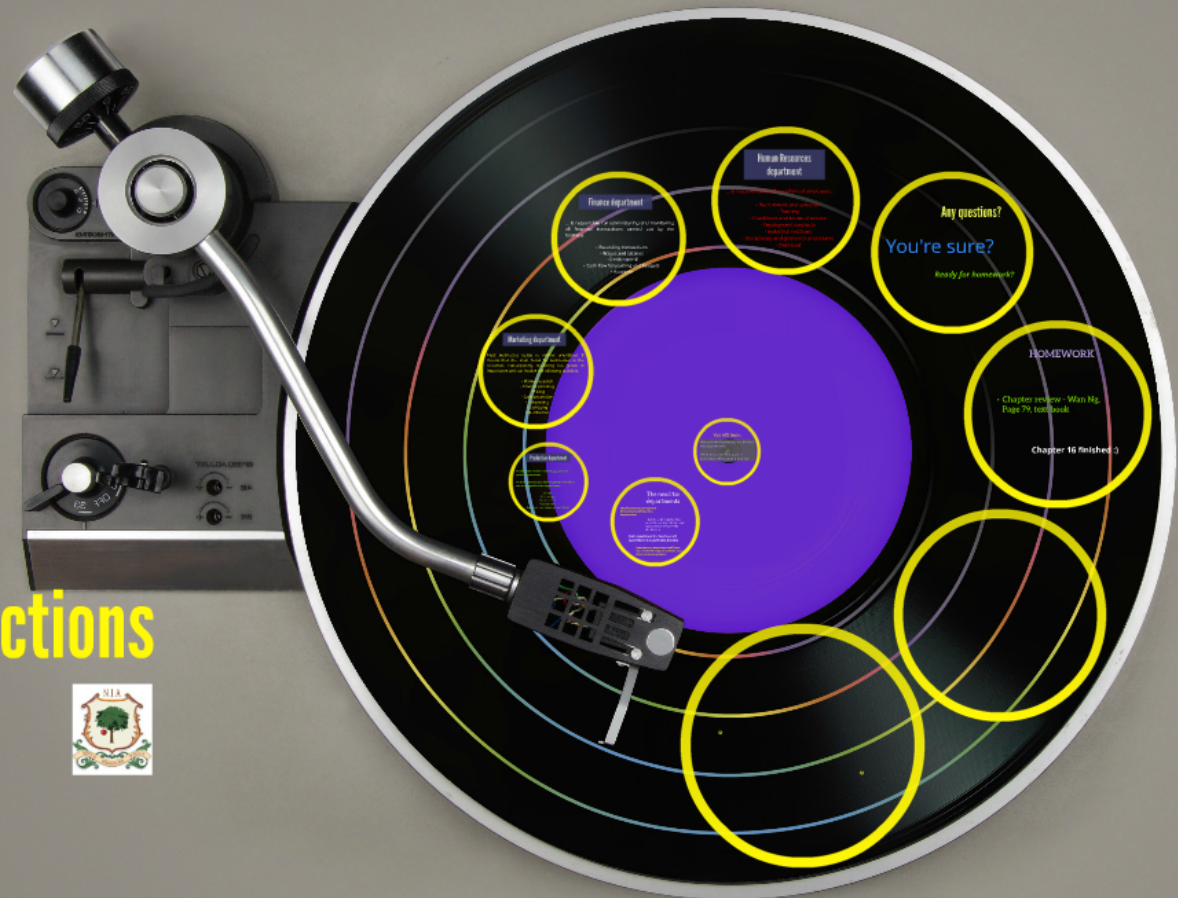


Departmental functions

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You will learn

How and why businesses are divided into departments?

Which ones are more usual in businesses? What does it involves?

The need for departments

Small businesses can operate without being divided into departments.

However, larger organisations, ones which employ a lot of people, need to be broken down into smaller units.

Each department in a business will specialise in one particular function

Everyone in a department will focus on a narrower range of activities and have a common purpose.

Production department

Production involves making goods and providing services.

In many businesses the majority of workers are employed in this department.

- Design
- Purchasing
- Stock control
- Maintenance
- Research and development (R&D)

Marketing department

Most businesses today re market orientated. It means that the main focus for businesses is the customer. Consequently, marketing has grown in importance and can involve the following activities:

- Market research
- Product planning
 - Pricing
- Sales promotion
 - Advertising
 - packaging
 - Distribution

Finance department

... is responsible for administering and monitoring all financial transactions carried out by the business

- Recording transactions
 - Wages and salaries
 - Credit control
- Cash flow forecasting and budgets
 - Accounts

Human Resources department

... is responsible for the welfare of employees.

- Recruitment and selection
 - Training
- Conditions and terms of service
 - Employment contracts
 - Industrial relations
- Disciplinary and grievance procedures
 - Dismissal

Any questions?

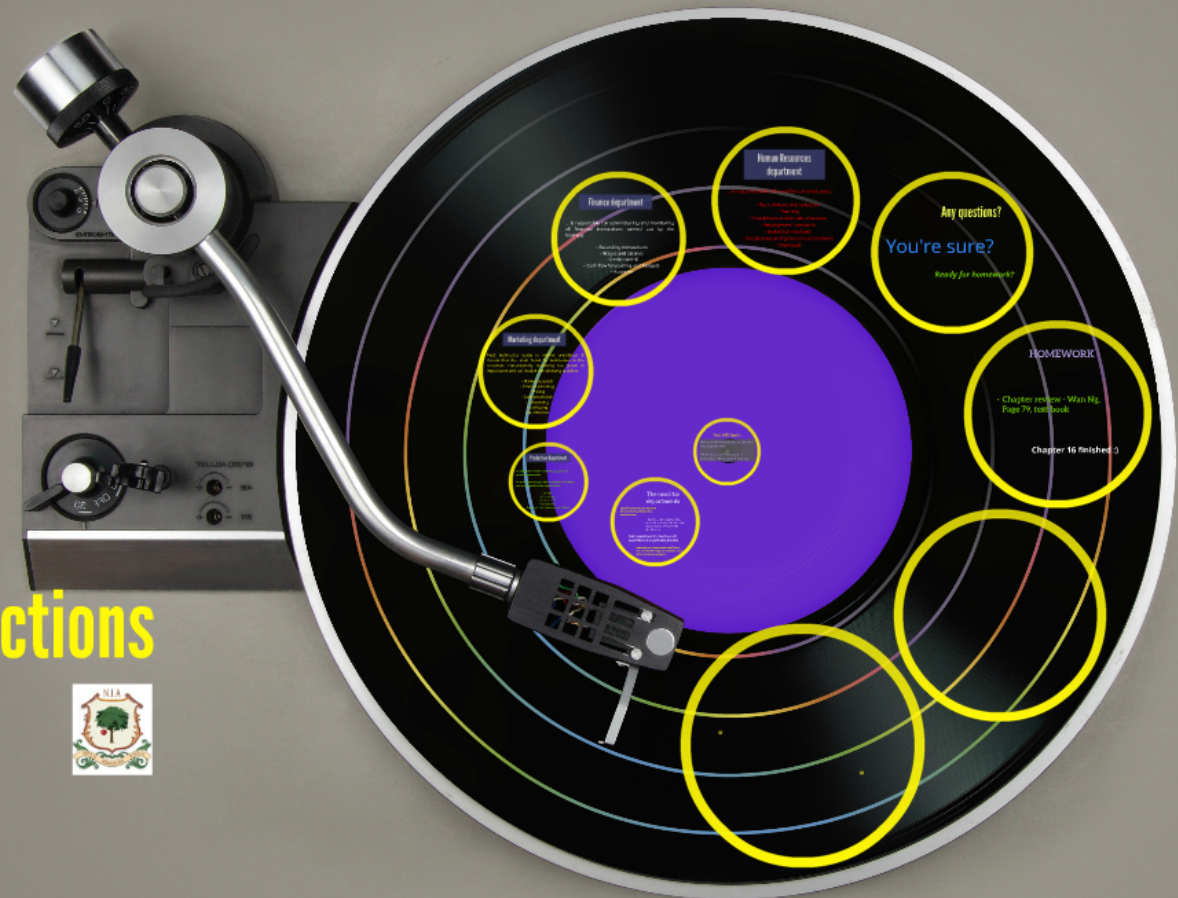
You're sure?

Ready for homework?

HOMEWORK

- Chapter review - Wan Ng,
Page 79, text book

Chapter 16 finished :)



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