

Name:

Date:

Class:

## Building Your Business Plan

### Activity 6-2: Production Operations

*Answer the following questions to outline the production operations for your business start-up.*

1. Discuss how your business creates goods or provides services, including your production process. Explain where production takes place and how often it occurs.

Answer:

2. Select the vendors, supplies, and service providers you need to create your goods, deliver your services, or purchase your inventory. Describe their advantages to your business and the delivery process. If applicable, include a copy of a PO in the Appendices of your business plan.

Answer:

3. Explain how your business will take orders. For example, will you sell your products directly to customers, in a retail location or online, use a broker, etc.? Will products be shipped, mailed, hand-delivered, sold on-site, etc.?

Answer:

4. If you provide a service, how will appointments be scheduled and confirmed? Where will the service take place? Will it be provided on-site, in a home or office, over the Internet, etc.?

Answer:

5. Discuss how you plan to maintain quality control.

Answer:

6. Summarize your customer service operations or policies.

Answer:

7. If any expertise is missing in your team, outline plans for continuing education or engaging outside professional help.

**Answer:**