

Monitoring, Control and Improvement

1. Differentiate between the terms monitoring and control.
2. Explain why controls are important in the operations process.
3. Outline two corrective actions you could implement if your school grades were below your expectations.
4. Identify areas in which improvement can be sought.
5. Explain the importance of continuous improvement.
6. On separate paper, write a $\frac{1}{2}$ page recommendation to either:
 - a. JB Hi-Fi about how it should monitor and control its store operations OR
 - b. Flight Centre about how it should monitor and control the operation of its website