

CONTENTS

UNIT 1 – MANAGEMENT	4
UNIT 2 – LOGISTICS	13
UNIT 3 – PRODUCTION	21
UNIT 4 – MARKETING	29
UNIT 5 – SALES AND CUSTOMER SUPPORT	37
UNIT 6 – SUPPORT ACTIVITIES	45
6.1. HUMAN RESOURCES	45
6.2. FINANCE	48
6.3. INFORMATION TECHNOLOGY	52
6.4. RESEARCH AND DEVELOPMENT	54
6.5. COMMERCIAL LAW	56
6.6. PROCUREMENT	58
ANSWER KEY	61