



- **service industry** (service industries) N-COUNT
- **tertiary industry** (tertiary industries) N-VAR

A **service industry** or **tertiary industry** is an industry such as banking or insurance that provides a service, but does not produce anything.

*Although shops and service industries are doing reasonably well, manufacturing output is falling.*  
*Loans to tertiary industry grew by \$171 million over the year.*

- **supplier** (suppliers) N-COUNT

A **supplier** is a person, company, or organization that sells or supplies something such as goods or equipment to customers.

*...Hillsdown Holdings, one of the UK's biggest food suppliers.*  
*Japan is Asia's dominant supplier of imports and technology.*

#### Common Collocations

a leading supplier      a major supplier  
 a sole supplier      a preferred supplier

- **supplier partnership** (supplier partnerships) N-COUNT

A **supplier partnership** is a relationship between a company and a supplier.

*...the practical implementation of supplier partnerships in manufacturing industry.*  
*Villadsen is responsible for reducing manufacturing cycle time, strengthening supplier partnerships, overseeing quality assurance and streamlining purchasing procedures.*

- **supplier base** N-SING

A company's **supplier base** consists of all the companies that are its suppliers, considered as a group.

*Most retailers have narrowed their supplier base over the past decade, though Marks and Spencer, for example, is careful to maintain a spread of competing suppliers for its products.*  
*We needed to dramatically reduce our supplier base.*

- **outsource** (outsources, outsourcing, outsourced)

VERB

**outsourcing** N-UNCOUNT

If a company **outsources** goods or services, it pays workers from outside the company to supply the goods or provide the services. **Outsourcing** is the use of outside companies to supply goods or services.

*Increasingly, corporate clients are seeking to outsource the management of their facilities.*  
*The difficulties of outsourcing have been compounded by the increasing resistance of trade unions.*

- **service business** (service businesses) N-COUNT
- **service organization** (service organizations) N-COUNT

A **service business** or **service organization** is a business or an organization that provides a service but does not produce anything.

*Still more significant was the formal announcement on June 25th that service businesses such as retailing, transport and banking will be opened to foreign investors.*  
*...service organizations that deliver repeated services of a common kind, such as car-hire businesses, transport firms, restaurants and so on.*

- **virtual company** (virtual companies) N-COUNT

A **virtual company** is a company which outsources all of its activities, and which uses IT to communicate with clients or customers.

*It is a virtual company, outsourcing everything from manufacture to logistics and sales.*  
*One reason it is so competitive is that it has established itself as a virtual company, buying in all distribution and other services from outside suppliers, rather than operating its own facilities.*

- ➔ **IT:** Topic 1.1; **virtual integration:** Topic 1.1; **service sector:** Topic 2.2; **lean production:** Topic 5.1; **JIT manufacturing:** Topic 5.1; **customer base:** Topic 11.2; **service:** Topic 12.3; **service provider:** Topic 12.3



**PRACTISE YOUR VOCABULARY**

**1 Read the text and answer the questions.**

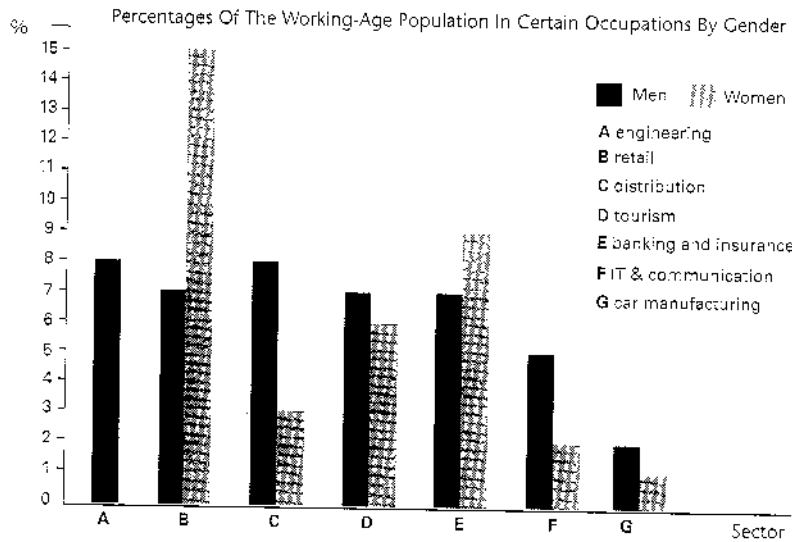
In an attempt to cope with the demands of a changing market, many companies are attempting to make themselves more flexible. To do this they are adopting new production methods, such as lean production methods and JIT manufacturing. For JIT manufacturing to be successful a company must have reliable suppliers. Suppliers are businesses that provide resources that allow other companies to produce goods and services. Companies are making greater use of outsourcing, or forming supplier partnerships to supply components and carry out some of the company's processes, leaving the company free to focus on its core areas. Outsourcing requires quick and effective communication with suppliers and workers, and a high degree of co-operation. Other companies join together in short-term collaborations, using IT to communicate. They are known as virtual companies, and have outsourced all of their activities. Their supplier base is far greater than that of a more traditional company.

Are the sentences true or false?

- a Suppliers produce goods or services which the public buy.
- b Supplier partnerships result in the company employing fewer people.
- c Virtual companies use modern technology and outsourcing to be efficient.
- d A company's supplier base is its warehouse.

True	False
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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**2 Look at the chart and answer the questions.**



- a Which service industry employs the most men?
- b Which service industry employs the most women?
- c Which manufacturing industry employs the most people?
- d Does manufacturing employ more men or more women?
- e What is the total percentage of men in manufacturing?
- f What is the total percentage of men in the service sector?
- g What is the total percentage of women in manufacturing?
- h What is the total percentage of women in the service sector?

**3 Match each of the four service businesses to the products they get from suppliers.**

- |                                 |                                  |
|---------------------------------|----------------------------------|
| a HairLight hairdressers        | i tools, plants and pesticides   |
| b Rococo Chanel's Garden Design | ii computer software, printers   |
| c Clean Up Office Cleaners      | iii shampoo and hair products    |
| d Glen's Graphic Designers      | iv detergents, overalls, dusters |