

Describing company processes

COMMUNICATION

LEVEL
Upper-intermediate

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EN_BE_3121X

LANGUAGE
English

lingoda

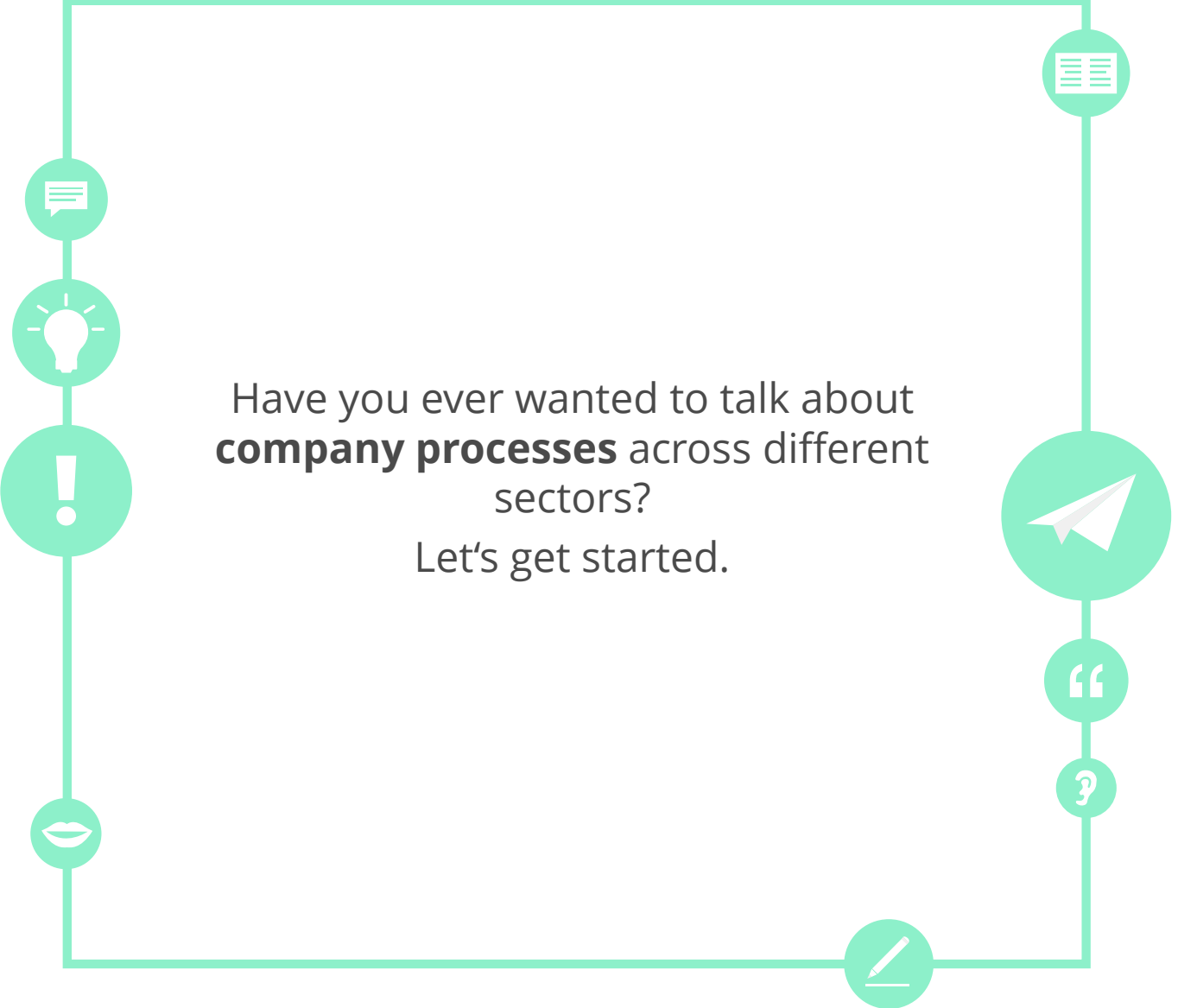




Goals

- Can understand and use typical vocabulary to describe company processes across different sectors
- Can clearly describe own company's processes using the passive voice and linking words and phrases





Have you ever wanted to talk about
company processes across different
sectors?
Let's get started.



Preview and warm-up

- In this lesson, you will learn how to describe **company processes** in English.



The rolls of steel **are loaded** onto a tray in the **third stage** of processing.



Describing company processes





Describing company processes



Processes are a series of steps or actions taken to achieve a goal.

Things that are added to a system are called **inputs**.



The **outputs** of a process are the results of processing.

A company's **operations** describe what they do in producing their product or service.





Describing company processes



A **task** is a piece of work or action that is being or must be completed.

A **product** is something that is produced or manufactured for sale.



A job application is **submitted** to an employer.

An **automatic** process occurs without human intervention.





Review of the passive voice for describing outcomes

- The **passive voice** is used when the **subject** of the sentence is the **receiver** of an action.
- The **passive voice** emphasises **the result of an action** whereas **the active voice** emphasises **who/what performed** the action.

active

- The manager selected the best candidate for the job.
- The operations clerk monitored the process.
- The workers watched a presentation about company operations.

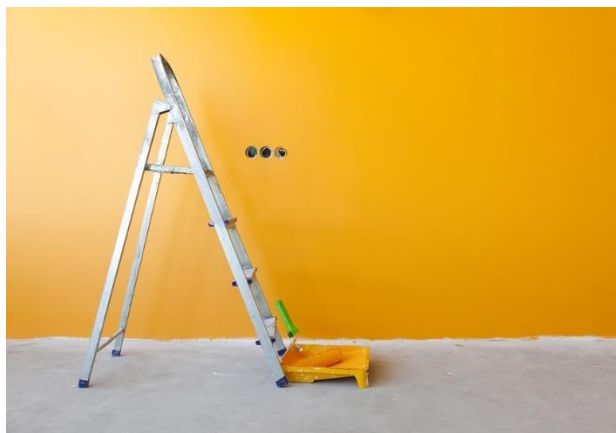
passive

- The best candidate for the job was selected by the manager.
- The process was monitored by the operations clerk.
- A presentation about company operations was watched by the workers.



Formation of the passive

- **The passive** is formed using the appropriate form of the verb **'to be' + past participle**
- **The subject** that has performed the action is not always stated in a passive sentence. This is because the passive emphasises what happened as a **result of the action**.
- For example: The wall was painted





More about the passive voice (Be + Past Participle)

- Remember that the **passive voice** is used with **different tenses**.

Present simple: The manager **chooses** the best product. → The best product **is chosen** by the manager.

Present continuous: They **are delivering** the inputs at the moment. → The inputs **are being delivered** at the moment.

Simple past: The company **announced** that the process would be done automatically in future. → It **was announced** by the company that the process would be done automatically in future.

Past continuous: The managers **were interviewing** the workers in order to understand how the manufacturing process worked. → The workers **were being interviewed** by the managers in order to understand how the manufacturing process worked.



More examples of passive and active sentences using different tenses



The process worker manually **loads** the products onto the conveyor belt.

The products **are** manually **loaded** onto the conveyor belt by the process worker.



The operations team **performed** a series of checks on the machinery each morning.

A series of checks on the machinery **was performed** by the operations team each morning.





More examples of passive and active sentences using different tenses



The receptionist **is writing** the invoice.

An invoice **is being written** by the receptionist.



They **were conducting** an audit at the time of the malfunction.

An audit **was being conducted** at the time of the malfunction.





Transform these active sentences into passive sentences

1. The Human Resources Manager changed the billing period to every fortnight.



The billing period was changed by the Human Resources Manager to every fortnight.

2. The assembly workers are cleaning the vents.



3. At the time of the accident, the auditors were examining a report.



4. The company directors agreed to hire a new CEO.



5. The finance department processes all invoicing requests.





Transform these sentences from active into passive

1. The first step of the process initiates the next step.



2. The manager is reviewing the billing process.



3. A distributor transports the raw materials to the port.



4. The shipping company only accepts packaged goods.



5. Logistics announced a new plan for wholesale distribution.





Describing different types of company processes

What is the difference between manual and automatic processes?
Can you think of any manual processes that have over time been replaced by automatic processes?

When you are describing these processes, outline what inputs are used to create an output.



Automatic



Manual



Inputs



Outputs



Describing company processes

What types of jobs employ these processes? Choose at least 3 and describe how the processes work in organisations you know of. Where possible, describe the outcome of the process using the passive voice.



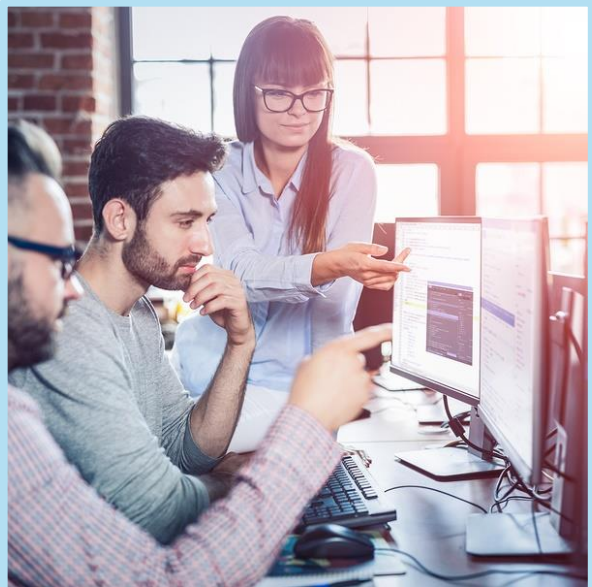


Describing company processes

**Can you think of any
other types of
company processes?**



Describing your company processes



Describe the company processes used in your current job.

Outline what your company does and your role within the company.

Either your teacher or your classmates will prepare some questions to ask you.



Describing company processes

accomplish

Verb: means to **successfully achieve** something.

I have **accomplished** many things in my career, including successfully integrating automation across our company's processes.

organisation

Noun: refers to a **group of people** who **come together** for a particular purpose.

The **organisation** running the lifts has fine-tuned the processing of cable car replacements.

**human
resources**

Noun: the **department** of an organisation responsible for **hiring** and **training** of employees.

If you have a problem with your work contract, you have to speak to **human resources (HR)**.

target

Noun: a **goal** to achieve.

The company's **targets** are aligned with global trends in finance.



Describing company processes

allocate

Verb: means to **distribute** something for a purpose.

The manager **allocated** tasks to the employees based on their skills and experience.

responsible for

Adjective: means to have an **obligation** to do something which is under one's **control or care**.

He is **responsible for** maintaining machine upgrades.

goal

Noun: something that is being **aimed at** as a result of one's effort or ambition.

The company's **goal** is to increase revenue by 50% over the next 5 years.

deadline

Noun: the **latest time** by which something must be **completed**.

The project **deadline** is November 5th.

objective

Noun: Something that is **aimed for**; a **goal**.

Our **objective** is to establish a company and achieve steady growth over the next ten years.



Describing company processes

stage

Noun: a **point** or **step** in a process

The second **stage** of the manufacturing process is crucial.

step

Noun: a **stage** in a process.

The next **step** is to ensure that we achieve a high level of financing for the project.

in-house

Adjective: done by **employees of an organisation** as opposed to by **outside contractors**.

We have an **in-house** legal team who deals with all complaints.

short-term
long-term

Adjective: occurring over a **short** or **long** period of time.

Our **short-term goals** are very achievable, but we are yet to see if **our long-term goals** are within reach.



Asking and answering questions using target vocabulary.





Company processes often face challenges. Which of these have you experienced? Can you think of any others?

Integration issues

bottlenecks and
quality assurance
problems

technical
failures

fierce
competition

inadequate
staff training

duplication

communication
breakdowns

a lack of performance
indicators

tight
deadlines

redundancy across a
system



Discussing challenges and solutions in company processes

What types of challenges do these areas of business face? What are the solutions to these problems? Are any of these problems unsolvable?



1

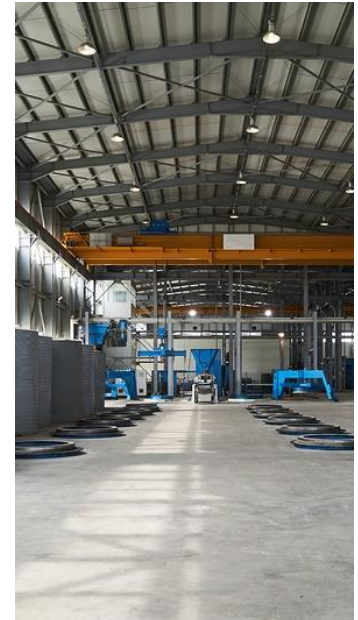
Logistics: distribution, supply, delivery, handling and ordering.

2

Sales and Marketing: customer service, customer complaints, marketing strategies and target markets.

3

Manufacturing: Product assembly processes, quality assurance, corrective and preventative maintenance.





Role playing problem solving in logistics

Imagine you are the manager of a big distribution company supplying fruit and vegetables to nearby countries by ship. A new tax has been implemented over the last 3 months which has led to large delays at the port. This has led to a bottleneck of trucks needing to be unloaded. Due to the increased travel time, more raw products are going off as they sit at the port waiting to be loaded onto ships.

Role play a conversation with your logistics team who oversees the delivery of the raw materials to the port via trucks. How are you going to solve the bottleneck problem?





Describing processes with linking words

To begin with,
To start with,
Firstly

This phrase can be used to describe the **first stage** in a process.

Secondly,
Thirdly,

Use these words to describe the **in-between** stages of a process.

Then,
Afterwards,
Subsequently

Use these words to **move on** to the **next** stage.

Moreover,
Furthermore,
In addition

These words can be used when you want to give **further information** about a particular stage of a process.

Lastly,
Finally

These words signal the **final** stage of a process.

To conclude,
To summarise

This phrase can be used when you want to summarise a process.



More examples of commonly-used linking phrases used in complex descriptions

To reinforce a point:

Above all
Especially
Furthermore
What is more
Moreover

To make comparisons:

In the same way
Likewise
Similarly
Equally

To provide results: differently:

As a consequence
As a result
Accordingly
For this reason

To make a concession:

Admittedly
After all
Even so
Under certain circumstances
Notwithstanding

To draw a contrast:

By way of contrast
Conversely
On the contrary
In reality

To express something

In other words
That is to say
To put it more simply



Using linking phrases to describe company processes

Using linking phrases from the previous two slides, describe a company process that you know of. Then, provide an outline of how this process is likely to develop in the next five years. Make some notes and then share your answers with your classmates/teacher.

Admittedly, the process hasn't changed much in recent years, but this doesn't mean that it won't change in future.

In other words, the process has become digitised rather than automatised.





The future of business processes

**How do you think
business processes
will change in the
future?**

More
automation.

More
international.

The basics
won't change.



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 14

The second step of the process is initiated by the first step and so on. The billing process is being reviewed by the manager. The raw materials are transported to the port by a distributor. Only packaged goods are accepted by the shipping company. A new plan for wholesale distribution was announced by logistics.

Exercise p. 13

The vents are being cleaned by the assembly workers. At the time of the accident, a report was being examined by the auditors. The hiring of a new CEO was agreed to by the company directors. All invoicing requests are processed by the finance department.





Practise writing an e-mail to explain a problem

Practise writing an e-mail to your manager outlining a problem that you are having in your company and a solution that you would like to recommend. Use a formal voice and where appropriate use the passive voice.

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To: mrjones@mail.com

Subject: Update on logistics supply

Dear Mr Jones,

I am writing to inform you of a problem we currently experiencing in logistics.
The problem is as follows:...



More practice with the active and passive voice

Write two sentences for each word with the active and passive voice. Once you have finished, try describing a process using linking words and passive sentences to highlight the outcomes of the process.





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