3.2 Vocabulary
Quality and standards

cost-effective /kɒst ɪ'fektɪv/ adjective giving the most profit or advantage in exchange for the amount of money that is spent
exacting /ɪg'zæktɪŋ/ adjective needing a lot of skill and care
fit for purpose /ˌfɪt fə(r) 'pɜː(r)pəs/ adjective of a good enough standard for a particular use
flawed /flɔːd/ adjective spoiled by something such as a fault or mark, or lacking something
flimsy /'flɪmzi/ adjective badly built or made, and so likely to break easily
heavy-duty /ˌhevi 'djuːti/ adjective strong and not easily damaged
in the eye of the beholder /ɪn ði ˌaɪ əv ðə bɪ'həʊld(r)/ phrase used for saying that different people perceive things differently: *Beauty is in the eye of the beholder.*
lean /liːn/ adjective a lean business spends as little money and employs as few workers as possible so that it will make a good profit
machine /mə'ʃiːn/ verb [transitive] to give metal, wood or plastic a particular shape by cutting it on a machine
shoddy /'ʃɒdi/ adjective shoddy work, services or products are of a very low standard
stakeholder /'steɪkˌhəʊldə(r)/ noun [count] somebody who is affected by or who has an interest in the success or activities of a company
tolerance /'tɒlərəns/ noun [count/uncount] the amount by which the size of a part of a machine can be different from the standard size before it prevents the machine from operating correctly

3.3 Grammar
Passive structures and *have something done*

admit /əd'mɪt/ verb [intransitive/transitive] to agree that something is true, especially when you are unhappy, sorry, or surprised about it
faded /'feɪdɪd/ adjective if something fades, it gradually becomes less clear or noticeable until it finally disappears
fitting /'fɪtɪŋ/ noun [count often plural] a small part that you connect to something
forklift /ˌfɔː(r)klɪft/ noun [count] a vehicle that uses two long metal bars at the front for lifting and moving heavy objects
heap /hiːp/ noun [count] a large pile of something, especially an untidy pile
loading bay /'ləʊdɪŋ beɪ/ noun [count] an area from which goods can be loaded on and off trucks, trains, etc.
logistics /lə'dʒɪstɪks/ noun [plural] the activity of transporting goods to customers or to places where they are bought or sold
mislay /mɪs'leɪ/ verb [transitive] to lose something for a time, especially because you cannot remember where you put it
night shift /'naɪt ʃɪft/ noun [count] a period when some people work during the night in a workplace
overflow /ˌəʊvə(r)'fləʊ/ verb [intransitive] to flow over the top of a container because it is too full
rack /ræk/ noun [count] an object used for storing things that consists of a row of small shelves, spaces or hooks
round-the-clock /ˌraʊnd ðə 'klɒk/ adjective happening or done all day or all night
skip /skɪp/ noun [count] BRITISH a very large metal container used in the building industry for waste. It is carried away by a truck when it is full.
spot /spɒt/ verb [transitive] to notice someone or something
stack /stæk/ verb [transitive] to arrange things so that they are placed one on top of another
tactful /'tæk(t)f(ə)l/ adjective someone who is tactful is very careful in the way that they speak and behave so that they do not upset other people
take the blame /ˌteɪk ðə 'bleɪm/ verb [intransitive] to accept that you are responsible for an accident, problem or bad situation
underlying /ˌʌndə(r)'laɪɪŋ/ adjective underlying causes, facts, ideas, etc. are the real or basic ones, although they are not obvious or directly stated

3.4 Speaking
Delivering presentations

acronym /'ækrənɪm/ noun [count] LINGUISTICS an abbreviation consisting of letters that form a word
digress /daɪ'gres/ verb [intransitive] if you digress from a subject, you start to talk or write about something else
jargon /'dʒɑː(r)gən/ noun [uncount] SHOWING DISAPPROVAL special words and phrases that are only understood by people who do the same kind of work
make or break /ˌmeɪk ɔː(r) 'breɪk/ phrase to help someone or something to be very successful or to cause them to fail completely
signposting /'saɪnˌpəʊstɪŋ/ noun [uncount] clear or noticeable indicators that give structure to speech of writing

3.5 Writing
Emailing: quality problems

batch /bætʃ/ noun [count] a number of things or people that arrive or are dealt with at the same time
bin liner /'bɪn ˌlaɪnə(r)/ noun [count] BRITISH a plastic bag that you put in a bin to hold the rubbish
dashboard /'dæʃˌbɔː(r)d/ noun [count] a visual display with business information presented on a single screen
ERP /ˌiː ɑː(r)' piː/ abbreviation **enterprise resource planning:** the management of a company's information and resources by means of an integrated computer system
flaw /flɔː/ noun [count] a mistake or fault in something that makes it useless or less effective
lab-ware /'læb weə(r)/ noun [uncount] objects that are used in a laboratory
leak /liːk/ verb [intransitive] if a container leaks, liquid or gas comes out of it through a hole or crack
pallet /'pælət/ noun [count] a flat wooden or metal surface used for moving or storing heavy goods
scratch /skrætʃ/ noun [count] a thin mark on a surface
stain /steɪn/ verb [intransitive/transitive] to leave a mark on something accidentally
teething problems /'tiːðɪŋ ˌprɒbləmz/ noun [plural] minor problems that a new company, project, product, etc. may have in the beginning
vial /'vaɪəl/ noun [count] a small bottle used especially for storing liquid medicines