

11(a)	– Amount of liquid/gas/steam flowing/moving through an environment
11(b)	Two from (for benefit and matching description) e.g.: – Increases safety – ...meaning that workers do not need to go into dangerous areas to collect data/make checks/do dangerous tasks – Can increase jobs/skills – ...as employees are needed to learn/maintain the equipment – No need to do repetitive tasks – ... so, they can use their time on other/more skilled tasks
11(c)	Two from (for drawback and matching description) e.g.: – High set-up/installation costs – ... it would mean the company need to find a lot of money up front to pay for the equipment // employees will need training – Utility/maintenance/repair costs – ... increase in bills such as electricity // skilled employees will be required to maintain the system // equipment will break/need updating – Deskillling of the workforce – ... may mean that workers will no longer have the skills for some of the manufacturing jobs, should the equipment break