higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

(3021012)

12 November 2024 (Y-paper)
13:00–15:30

This question paper consists of 6 pages.

091Q1N2412

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE(VOCATIONAL)
OPERATIONS MANAGEMENT
NQF LEVEL 2
TIME: 2½ HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only blue or black ink.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and only write 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Strategic decisions are those that set the direction of a business.

1.1.2 Operations manager should identify problem areas and rectify them with minimum costs.

1.1.3 It is important for an operations manager to observe the activities of other businesses in the industry.

1.1.4 Indirect function of an operations manager is when s/he is personally responsible for the planning and performance improvement of a specific function.

1.1.5 When executing the transport function, the operations manager should ensure that business objectives and goal are set for the business.

1.1.6 The Occupational Health and Safety function is designed to protect employees only.

1.1.7 Businesses should strive for high levels of customer service to gain a competitive advantage.

1.1.8 Customers do not necessarily have a relationship or personal bond with the seller and their decision to buy is based on price.

1.1.9 One way of addressing complaints from customers is by training employees.

1.1.10 Less motivated employees work very hard to achieve business objectives.

(10 × 1) (10)

1.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	A set of rules according to which the business runs its affairs.	A	research
1.2.2	It refers to how a business sells its products its services.	B	SABS
1.2.3	An organisation that lays down minimum quality requirements for a variety of products.	C	human resources
1.2.4	When a business observes high standards being practiced in other businesses in the same industry.	D	policy
1.2.5	It is an example of a sub-system to the design component of a business system.	E	quality evaluation instrument
1.2.6	The business system that ensures that the righty quantity and quality of employees is available in the business.	F	marketing
1.2.7	Someone who raises money to start his or her own business	G	entrepreneur
1.2.8	It is given to employees to motivate them to improve their work performance.	H	shareholders
1.2.9	Payments made to someone who got injured in the workplace.	I	incentive
1.2.10	They are amongst the most important stakeholders of a business.	J	compensation
		K	benchmarking

(10 × 1) (10)

1.3 Define the following terms. Write only the answer next to the question number (1.3.1– 1.3.5) in the ANSWER BOOK.

1.3.1 Assets

1.3.2 Quality

1.3.3 Business plan

1.3.4 Inspection

1.3.5 Procurement

(5 × 2) (10)

TOTAL SECTION A: [30]

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SECTION B

Read the case study below and then answer the questions.

PRINCE MASHELE BRINGS HOPE TO SMALL BUSINESSES AND HOUSEHOLDS IN PRETORIA

South Africa's energy crisis has been ongoing in the past four years. Despite numerous efforts by government to curb load shedding, the problem persisted to the detriment of most businesses in the country. As most businesses struggled to meet the demands of their products or services, they lost many customers and clients and had to retrench workers.

Prince Mashele saw load shedding crisis as a business opportunity. He developed an idea as to how he can provide a solution to challenges that businesses were experiencing due to load shedding. Prince is a qualified and certified electrician with more than 15 years in electrical production and maintenance in a company in Gauteng. After completing his studies in solar systems and installations at Tshwane North TVET College, Mamelodi campus, he decided to quit his job to start a business.

He started a business called We Serve Electrical Solutions (WSES) which caters for house wiring, solar installations and repairs and issues a certificates of compliance (CoCs) for all electrical installations. He offered his services in the townships that are in the surrounding of Pretoria. The company recorded enormous growth within a short space of time and Prince had to hire additional people to assist him in his business.

[Source: Adapted: *www.news24.com*]

QUESTION 2

2.1 Explain FIVE functions which Prince performs as the operations manager of WSES. (10)

2.2 What should Prince do to motivate and keep employees in his business? (4 × 2) (8)

2.3 Prince has introduced TQM in his business hence he issues a certificate of compliance upon completion of work.

What are the benefits for introducing TQM in a business? (5 × 2) (10)

2.4 Explain the safety function of Prince as the operations manager. (2)

[30]

QUESTION 3

3.1 Prince has decided to appoint a safety officer given the nature of this business.

3.1.1 Give the procedures he should follow to appoint the safety officer. (5)

3.1.2 What are the techniques that WSES can put in place to meet safety needs? (5 × 2) (10)

3.2 WSES operates in an environment characterised by risks.

What are the causes of risks or hazards in the workplace? (5 × 1) (5)

[20]

QUESTION 4

4.1 Prince should develop an action plan for his business.

Discuss the components of a weekly action plan in relation to WSES. (5 × 2) (10)

4.2 Explain the roles of an operations manager in terms of specific functions in this business. (5 × 2) (10)

[20]

TOTAL SECTION B: 70
GRAND TOTAL: 100

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