higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

6 December 2023

This marking guideline consists of 6 pages.

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QUESTION 1

1.1
- They are directly related to manufacturing strategy.
- They primarily use non-financial measures.
- They vary between locations.
- They change over time as needs change.
- They are simple and easy to use.
- They provide fast feedback to operators and managers.
- They aim to foster improvement rather than just monitor. (7)

1.2
- Planning priorities are clearer
- Improves delivery performance
- Improved customer service and satisfaction
- Reduced lead times
- Reduced inventories
- Fewer shortages of raw materials and component parts
- Increased productivity
- Lower costs
- Better quality of working life (Any 6 × 1) (6)

1.3
- Order preparation time
- Queue time
- Set-up time
- Processing time
- Transport time
- Inspection time (Any 4 × 1) (4)

1.4 It is the time taken to complete a specific task. (1)

1.5
- Inadequate training
- Poor condition of equipment
- Old equipment
- Poor quality of raw material
- Lack of proper procedures
- Poor working conditions
- Cluttered work spaces (Any 3 × 1) (3)

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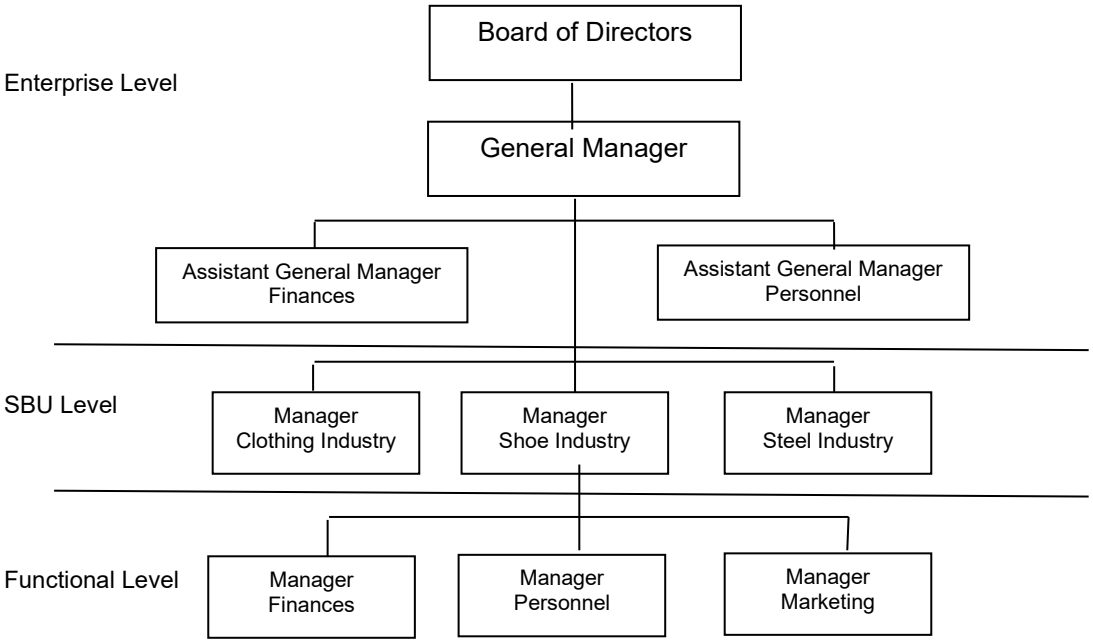
QUESTION 2

2.1
- Long-term plans
- Medium-term plans
- Short-term plans
- Total plans
- Subplans
- Single plans
- Routine plans (7)

2.2



(Allocate ONE mark for each label) (13)

2.3 SWOT: Strengths,✓ Weaknesses,✓ Opportunities,✓ and Threats✓ (4)

2.4
- Design
- Supply
- Process
- Distribution
- Use (5)

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QUESTION 3

3.1
- Men
- Machines
- Methods
- Material
- Money (5)

3.2
- To ensure that operations are performed according to plan.✓
- To continuously monitor and evaluate production plan to see if modifications can be devised to better meet cost, quality, delivery, flexibility or other objectives.✓✓ (3)

3.3 When two or more people share ideas to come up with a common solution. (2)

3.4
- Specific tolerance = (4/100 × 2000) × 2 = 160 g✓✓
- Machine 1 Cp = 160/6 × 5,4 = 4,94 Machine capable at 4,45 level✓✓
- Machine 2 Cp = 160/6 × 6,1 = 4,37 Machine not capable at 4,45 level✓✓ (6)

3.5
- Production schedules for items that are to be manufactured in-house
- Production schedules for items that are to be bought from suppliers
- Inventory reports on stock items
- Planning reports that specify future material or capacity requirements
- Analysis reports on delivery reliability, old stock, inventory accuracy
- Exception reports on the differences between the quoted and delivered price (6)

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QUESTION 4

4.1
- Long-, medium- and short-term forecast
- Financial, sales, and purchasing considerations
- Social responsibility
- Labour relations and personnel
- Technological developments
- The economy
- Political expectations
- Market trends
- Culture and demographic changes
- Changes in social values
- Monetary and fiscal policy
- Exchange-rate trends
- Various forecasting techniques (Any 8 × 1) (8)

4.2 4.2.1
- What work must be done that day?
- Who must do it?
- What resources are necessary to do it?
- Where must it be done?
- When must it be done?
- How must it be done? (Any 5 × 1) (5)

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4.2.2
- Records account information.
- Establishes clerical organisation, procedures, and methods.
- Plans the utilisation of office space.
- Undertakes office management and supervise the office staff.
- Plans the organisation structure.
- Undertakes wage calculations.
- Attends to correspondence.
- Collects and processes statistics.
- Undertakes cost-price calculations and cost control.
- Draws up and controls the budget.
- Communicates with other departments.
- Preserves documents and correspondence in the archives.

(Any 5 × 1) (5)

4.2.3
- Budgets and budgetary control
- Costing and cost control
- Determination of the reverse and dividend policy
- Financing
- Financial analysis of accounting data
- The internal audit
- External relations with the money and capital markets
- Investment and investment decisions
- Tax calculations and completions
- Insurance
- Wage calculations
- Distribution of dividends and credit control (Any 5 × 1) (5)

4.2.4
- Advises on make-or-buy decisions
- Integrates orders and production programmes
- Assessment of suppliers
- Ordering goods
- Follows up on orders to ensure timeous deliveries
- The reception, control, and storing of purchased goods
- Controls inventory levels and size of orders (Any 5 × 1) (5)

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TOTAL: 100

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