higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

(8140034)

6 December 2023 (X-paper)
09:00–12:00

This question paper consists of 4 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
PRODUCTION AND QUALITY CONTROL N4
TIME: 3 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 a blue or black pen.
6. Write neatly and legibly.

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QUESTION 1

1.1	Give any SEVEN characteristics of world-class companies.	(7)
1.2	Give any SIX benefits of using material requirements planning (MRP).	(6)
1.3	List FOUR components of *lead time*.	(4)
1.4	Define the term *lead time*.	(1)
1.5	Name THREE possible causes of poor production quality on the factory floor.	(3)

[21]

QUESTION 2

2.1	List SEVEN various kinds of plans.	(7)
2.2	Draw a diagram of the levels of strategic planning.	(13)
2.3	What does the acronym *SWOT* stand for?	(4)
2.4	Give FIVE stages of the whole product/service creation process.	(5)

[29]

QUESTION 3

3.1	List FIVE 'M's.	(5)
3.2	What is the function of a process controller?	(3)
3.3	Define the term *brainstorming*.	(2)
3.4	A breakfast cereal producer uses a pack size of 2 kg. Government regulations prohibit packs that are more than 4% underweight. At 4% overweight, the producer's profit becomes too low. Samples taken from TWO filling machines show that their standard deviations are 5,4 g and 6,1 g. Are the machines capable at the 4,45 level? Show all calculations.	(6)
3.5	List SIX functions of the primary outputs of an MRP system.	(6)

[22]

QUESTION 4

4.1 List any EIGHT types of forecasts that are multi-dimensional and involve complex activities. (8)

4.2 Name any FIVE functions of each of the following personnel:

4.2.1 Foreman (5)

4.2.2 Administration function (5)

4.2.3 Financial function (5)

4.2.4 Purchasing function (5)

[28]

TOTAL: 100

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