higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

(8140034)

29 November 2022 (X-paper)
09:00–12:00

This question paper consists of 4 pages

290Q1E2229

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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

Indicate whether the following statements are TRUE or FALSE by writing 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK. Give ONE reason for each answer.

1.1 Lead time is the time taken to complete a specific task.

1.2 A tactical plan is a short-term plan made mainly by middle and first-line management.

1.3 A foreman makes top decisions and also makes business strategies.

1.4 A budget is a written plan expressed in terms of financial amounts.

1.5 Just-in-time is the most expensive exercise which requires more employees and production.

1.6 Forecasting is the process of doing past research on a company.

1.7 ISO stands for International Standard Operation.

1.8 Retrenchment is a recovery strategy to prevent the liquidation of the company.

1.9 A process controller usually deals with finance.

1.10 Jobbing production particularly concerns manufacturing small quantities of a large variety of products.

(10 × 2)

[20]

QUESTION 2

2.1 In the total enterprise system, list FIVE macro-system external environments. (5)

2.2 Draw the planning and the management hierarchy. (15)

2.3 Which FOUR departure points can a plan be judged on? (4)

2.4 Define the term *standard*. (2)

[26]

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QUESTION 3

Write any FIVE functions about the following personnel:

3.1 The financial function.

3.2 The personnel function.

3.3 The purchasing function.

3.4 The administrative function.

(5 × 4) **[20]**

QUESTION 4

4.1 Name THREE features that dominate the marketing function. (3)

4.2 Name the control elements that are necessary for the proper functioning of a system. (5)

4.3 List SIX steps to describe a basic approach to quality assurance. (6)

4.4 What are the examples of the critical activity process in quality inspection? (5)

4.5 The annual demand for raw materials is 800kg, and the ordering cost is R20 per order, the inventory holding cost is 20% per year and the unit cost is R100 per kg. Calculate the economic order quantity (EOQ).

EOQ= $\sqrt{2Ds/IC}$ (6)

[25]

QUESTION 5

5.1 What are the primary outputs from a MRP system? (6)

5.2 What are the THREE primary inputs to the MRP? (3)

[9]

TOTAL: 100

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