higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

7 November 2022

This marking guideline consists of 6 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	The product		
	1.1.2	Ethos		
	1.1.3	Compensation		
	1.1.4	Occupational Health and Safety Act (OHSA)		
	1.1.5	Total quality management (TQM)		
	1.1.6	Industry		
	1.1.7	Stakeholders		
	1.1.8	Insurers		
	1.1.9	Policy		
	1.1.10	Commission		
			(10 × 1)	(10)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	True		
	1.2.4	False		
	1.2.5	False		
	1.2.6	False		
	1.2.7	False		
	1.2.8	False		
	1.2.9	True		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	E		
	1.3.2	A		
	1.3.3	B		
	1.3.4	G		
	1.3.5	C		
	1.3.6	D		
	1.3.7	F		
	1.3.8	H		
	1.3.9	I		
	1.3.10	J		
			(10 × 1)	(10)
				[30]

TOTAL SECTION A: 30

Copyright reserved

SECTION B

QUESTION 2

2.1
- Planning:✓ ensure that the goals and objectives of PC are met.✓
- Organising:✓ bring together resources to be used to achieve the set goal of the business.✓
- Staffing:✓ make sure that the right employees with right skills are placed in the right positions.✓
- Leading:✓ showing employees how to perform the tasks to reach the objectives.✓
- Controlling:✓ monitoring and checking how tasks have been performed, changes made where necessary.✓ (5 × 2) (10)

2.2
- Profit-sharing
- Performance-related pay
- Non-financial and non-pay incentives
- Salary increase
- Bonuses
- Time off
- Good working conditions
- Acknowledgement
- Training (Any 3 × 1) (3)

2.3
- Decisions forced upon staff by management may cause resentment.
- Develop safety measures in consultation with the lowliest worker on the floor.
- Encourage workers to believe a requirement is a good idea.
- Managers and supervisors lose touch with the production process and may be unaware of what the real workplace dangers are.
- Manual labourers may have a good idea of what the operational risks are but do not know how to resolve them. (Any 4 × 1) (4)

2.4
- Prevention
- Training
- Transferring
- Avoid
- Mitigate (Any 2 × 1) (2)

2.5
- Lack of training
- Negligence
- Fatigue
- The influence of alcohol or drugs (Any 4 × 1) (4)

[23]

QUESTION 3

3.1
- Vehicles to transport bricks, sands, etc.
- Telephone/Fax cable
- Equipment and machinery
- Warehouse/Storeroom
- Internet
- Lighting/Electricity facility
- Water/Toilet facility
- Parking facilities for customers, employees and suppliers
- Loading area (Any 5 × 1) (5)

3.2
- Increase safety when using dangerous tools or equipment.
- How to operate dangerous machinery
- Handling medical emergencies by means of first aid
- How to deal with fires caused by electricity, chemicals, accidents, etc.
- Internet
- Understanding the implications of not adhering to the safety policies and procedures of the business
- Dos and don'ts when working in a dangerous facility (Any 5 × 1) (5)

3.3
- A stakeholder policy
- Purchasing or procurement policy
- Human resources policy
- Financial policy
- Marketing or public relations policy (Any 5 × 1) (5)

3.4 Brainstorming✓
- Workers are urged to use their experience in the workplace to come up with novel ideas of improving operations.✓

Focus groups✓
- A small group of individuals selected from all levels in the business are given the responsibility of investigating methods of quality improvement.✓

Checklists✓
- These are a good way of highlighting the importance of carrying out tasks as part of an overall process.√

Charts and graphs✓
- Are used to analyse statistical data relating to improvements in procedures.✓

Training✓
- Upskilling workers so that they can achieve maximum competency, take initiative and remain motivated.✓

(Award ONE mark for naming and ONE mark for explaining 5 × 2) (10)
[25]

QUESTION 4

4.1 4.1.1
- The working environment must be free from hazards.
- Ensure that the employees have PPE.
- First aid facility or clinic in case of emergencies must be available.
- Security personnel must be employed and be fully alert of any imminent danger.
- Place signage to warn people of any danger. (Any 1 × 2)

4.1.2
- Appoint internal or outside security.
- Install and always activate CCTV cameras.
- Do a body search on suspicious people. (Any 1 × 2)

4.1.3
- Install smoke detectors.
- Have fire extinguishers.
- Keep emergency numbers to be reached easily. (Any 1 × 2)

4.1.4
- Ensure that all employees are continuously trained to use the machines and equipment.
- Place employees in right positions.
- Offer them contracts with conditions of employment.
- Pay decent wages/salary. (Any 1 × 2)

4.1.5
- Avoid or minimise pollution.
- Comply with ISO standards.
- Recycle some of the waste.
- Have bins to recycle waste.

(Any relevant answer 5 × 2) (10)

4.2
- Recruit
- Select
- Induct
- Train

(Any relevant answer 2 × 2) (4)

4.3 4.3.1 Marcus must motivate and encourage the workers to work hard and always do their best.

4.3.2 He must make sure that Patricia knows and understands when to buy stock, such as pallets of cement, bricks, and sand, so that the company can build houses, malls, schools, etc.

4.3.3 He must manage the processes and procedures required to make products and keep the organisation working well. He must ensure that they are ready to face unforeseen circumstances so that production and operation will not be affected.

Copyright reserved

4.3.4 He must ensure that there is enough space, and the layout is comfortable and safe for the workers.

(4 × 2) (8)
[22]

TOTAL SECTION B: 70
GRAND TOTAL: 100

Copyright reserved