higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 3

(3021013)

17 November 2023 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

147Q1N2317

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OPERATIONS MANAGEMENT
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 150

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. Use only a black or blue pen.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 Employees focus on a specific area of expertise rather than trying to be in different departments.

A Specification
B Specialisation
C Labour intensive
D Training

1.1.2 The specified period at which an activity is planned to take place in a business.

A Time pace
B Time frames
C Work schedule
D Timesheets

1.1.3 Money gained from selling products is called…

A capital
B loan
C revenue
D investment

1.1.4 The website used to share information in a business and can only be accessed by employees.

A Intranet
B Internet
C Wi-fi
D Technology

1.1.5 Guidelines used in a business to prevent injuries from happening.

A Signage designs
B Health and safety procedures
C Maintenance procedures
D Poster procedures

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1.1.6 The buildings, vehicles and equipment used in a business to run a business.

A Assets
B Liabilities
C Procurements
D Salaries

1.1.7 Money, materials, staff and other assets needed for the operations of a business are called ...

A resources
B budgets
C profits
D debts

1.1.8 The process of setting objectives and finding ways to achieve them is called ...

A planning
B leading
C organizing
D controlling

1.1.9 The possibility of loss or injury in a workplace is called …

A hiring
B risk
C security
D disaster

1.1.10 People or institutions who have invested money in a business.

A Shareholders
B Competitors
C Suppliers
D Customers

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1.1.11 A process of carrying out the activities of the business to reach its objectives.

A Assigning
B Transmitting
C Executing
D Planning

1.1.12 When an employee's dignity and power are reduced and given fewer responsibilities in the workplace.

A Promotion
B Appointment
C Demotion
D Placement

1.1.13 The way employees feel about coming to work every day, how they carry out their assigned tasks and their attitude towards the direction the company is taking.

A Team building
B Morale
C Absenteeism
D Awareness

1.1.14 A process where raw materials are turned into final goods to sell to customers.

A Production
B Supplying
C Selling
D Bottling

1.1.15 People who have an interest in the well-being of a business.

A Stakeholders
B Entrepreneurs
C Creditors
D Customers

(15 × 1) (15)

1.2 Define the following words:

1.2.1 Budget

1.2.2 Labour saving devices

1.2.3 Subcontractors

1.2.4 Work ethics

1.2.5 Business plan

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1−1.3.5) in the ANSWER BOOK.

1.3.1 Work schedules make it difficult to set the time limits for completing a task.

1.3.2 Self-evaluations are conducted so that the employer can have discussions with an employee to set goals and action plans for the future.

1.3.3 Most businesses pride themselves on speeding up the time taken for customers to be served.

1.3.4 Non-consumable items refer to cleaning materials, paper, ink etc. which are used during the monthly housekeeping programme.

1.3.5 Directive means written instruction given by a manager to employees.

(5 × 1) (5)

[30]

TOTAL SECTION A: 30

SECTION B

Elain Braids puts BGA on the map

Elain Braids is a goal-driven professional who obtained a National Diploma in Haircare and Facial Beauty at Western TVET College in 2016. She is passionate about women's empowerment and emphasises the need for women in the economic activities of the country, which she coined as women's economic emancipation.

Elain founded her company Braids Girls Academy (BGA) in July 2018 with a group of South African female professionals determined to develop a set of young talented ladies throughout the country. The aim is to support young ladies to realise their dreams in beauty, haircare, becoming economically independent, and self-sufficient. Elain and her team view themselves as agents of beauty.

Since its establishment in 2018, Braid Girls Academy has graduated over 100 mentors and mentees from the uniquely styled programme across Gauteng and Limpopo provinces.

When asked what's the best advice she could give to other women looking to create their own start-up, Elain said '*Never be afraid of taking risks, believe in yourself and always find ways to deal with failures'.*

If you apply a learning mindset, those very same failures will lead to the most courageous work that you'll put out into the world."

Website: Thuputlela 2022

QUESTION 2

2.1 Each business system depends on other systems to operate effectively.

Explain how business systems are linked. (6 × 2) (12)

2.2 Explain how Elain should carry out human relations roles. (5 × 2) (10)

2.3 Resources are critical for the smooth operations of this business.

Explain how Elain must handle approved resources for this business. (3 × 2) (6)

2.4 As the operational manager of BGA, Elain should assume risk and take it for granted that hazards are likely to occur.

Explain the FOUR types of hazards that may affect the execution of a BGA's operational plan. (8)

2.5 Employees' contribution to the implementation of an operational plan is affected by many factors. State these factors. (5 × 1) (5)

[41]

QUESTION 3

3.1 Elaine has requested you to assist with TQM implementation.

3.1.1 Explain the tools for TQM. (4 × 2) (8)

3.1.2 Explain TQM techniques. (3 × 2) (6)

3.2 Explain why it is important for Elain to draw up an operational plan for her business. (5 × 2) (10)

3.3 SMART is a planning principle for every business.

Explain how Elain should apply this principle. (5 × 2) (10)

3.4 State any FIVE pieces of equipment needed for the implementation of BGA's operational plan. (5)

[39]

QUESTION 4

4.1 Explain how Elain must design a stakeholders' policy for BGA. (4 × 2) (8)

4.2 BGA staff should be made aware of the risks associated with non-compliance to quality procedures.

Give the consequences of non-compliance to quality procedures. (6 × 1) (6)

4.3 Explain ways in which BGA can meet quality standards. (3 × 2) (6)

4.4 The success of BGA depends on the successful implementation of an operational plan.

4.4.1 Explain the components of BGA's operational plan. (5 × 2) (10)

4.4.2 Give reasons why resources fail to contribute to the implementation and completion of an operational plan. (5 × 2) (10)

[40]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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