higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

(3021012)

2 March 2020 (Y-paper)
13:00–15:30

This question paper consists of 7 pages.

183Q1S2002

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TIME: 2½ 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 black or blue pen.
6. 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 answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Record of items on hand:

A Inventory
B Assets
C Ad hoc
D Network

1.1.2 Law passed in parliament:

A Mandatory
B Motion
C Order
D Act

1.1.3 Suggestion boxes at tills where customers rate level of service received:

A Interviews
B Surveys
C Promotions
D Assessment

1.1.4 Happy employees positively influencing competitiveness and profitability of business:

A Scenario
B Discipline
C Motivation
D Turnover

1.1.5 Set of rules guiding the way things are done in organisation:

A Policy
B Mission
C Vision
D Statement

(5 × 1) (5)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.15) in the ANSWER BOOK.

1.2.1 The Labour Act stipulates certain minimum requirements for the treatment of workers.

1.2.2 A public relations policy should cater for training needs of workers.

1.2.3 Sourcing good suppliers is an element of TQM.

1.2.4 If planning is inadequate and procedures do not work it is reflected in the quality of the final product.

1.2.5 Interviews are used to analyse statistical data about improvements in procedures or a lack thereof.

1.2.6 The programmes of a business entail reorganising a factory layout efficiently where space is optimised.

1.2.7 The HR manager must carry out the transport function for financial, legal and business reasons.

1.2.8 Capacity means combining people and departments so that they operate efficiently.

1.2.9 The final authority for the execution of business activities rests with the operations manager.

1.2.10 Designing and developing a business idea is a component of a business system.

1.2.11 Installation is an example of after sales service.

1.2.12 Clients do not necessarily have a relationship with the seller and make their choice based on the price and availability of goods.

1.2.13 As stakeholders employees are concerned with the financial performance of the organisation.

1.2.14 Harmony is a period of time in which change occurs.

1.2.15 A supervisor can observe and assess to evaluate quality.

(15 × 1) (15)

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1.3 Complete the following sentences by writing only the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 A … business system ensures that the right quantity of personnel who have the necessary qualifications and skills is available in an organisation.

1.3.2 A … is the way things are done and requires a combination of people, materials and technology to meet business objectives.

1.3.3 A … policy outlines how, what and from whom the business gets goods, raw materials and stationery.

1.3.4 The … department is responsible for a policy dealing with obtaining funds and controlling overspending in a business.

1.3.5 Valuable resources with a long-term life span used to carry out business activities are called …

(5 × 2) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Read the article below and answer the questions.

GOGO FILLS UP EMPTY TUMMIES

Walk through Munsiville on a Tuesday or Wednesday and you might catch a whiff of fresh home-cooking. These savoury aromas will lead you straight to gogo Anna Makgele's kitchen. Late last year Anna, who is a gogo to all, decided to start a soup kitchen which is now known as Lethabo Soup Kitchen (LSP).

'I realised how young children, particularly those aged between five and 13, were being affected by malnutrition and the adverse effects of junk food. The popular street snacks usually contain high levels of sugar, salt and other additives which might not be too healthy for them,' she said.

The idea of the soup kitchen subsequently grew into an after-school social feeding scheme which aims to become a community-orientated programme to challenge malnutrition resulting from bad eating habits. 'We hope to establish a healthier and safer upbringing of children in an environment beset by challenges associated with urban social development. We want to offer wiser alternatives to street junk food', she explained.

Anna and her team currently serve up to 400 children twice a week. On other afternoons her yard is filled with children running around playing. It keeps them off the streets and out of trouble. 'My home is like a second home to many and they enjoy it here. I don't want to see children digging in trash for food anymore. I want to provide them with warm, nutritious meals,' said Anna.

As Anna pays for everything with her monthly pension, she would like to appeal to the community to open their hearts as well because she would like to help as many children as possible. Those who are interested in lending a helping hand can contact her on 072 950 8968 or send an email to lethabosk2067@gmail.com.

[Source: *Krugersdorp News*, 8 June 2018]

2.1 Name and explain what should be included in the weekly action plan of Lethabo Soup Kitchen. (5 × 2) (10)

2.2 Identify TWO goals for LSK. (2)

2.3 Explain how the techniques for continuous improvement can be applied in this organisation. (3 × 2) (6)

2.4 Name the types of policies which LSK should have. (4)

[22]

QUESTION 3

3.1 Those who are interested to help Anna can contact her on 072 950 8968 or send an email to lethabosk2067@gmail.com.

3.1.1 Suggest FIVE possible external stakeholders that can assist LSK to make its dream come true. (5)

3.1.2 What will the role be of each stakeholder named in QUESTION 3.1.1? (5)

3.2 How can Anna execute the broad management functions of an operations manager? (5 × 2) (10)

3.3 In executing the management functions Anna has to make decisions to ensure the efficiency of LSK's operations.

Describe THREE types of decisions which Anna should take as the operations manager. (3 × 2) (6)

[26]

QUESTION 4

4.1 You have to help Anna's organisation to comply with safety regulations.

4.1.1 Name FOUR things that you will include in a health and safety programme for LSK. (4)

4.1.2 What FOUR things could result from a workplace injury? (4)

4.2 LSK must adhere to industry standards.

State the steps which Anna must follow to employ a receptionist for her organisation. (6 × 1) (6)

4.3 Explain why it is important that Anna should carry out the infrastructural function. (4 × 2) (8)

[22]

TOTAL SECTION B: 70
GRAND TOTAL: 100

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