higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

12 August 2021

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 1.1.1 Organisational objectives: These objectives must clearly specify what the organisation expects from the division or business unit✓ in terms of mission, return on investment and growth.✓✓ (3)

1.1.2 SWOT analysis: This is a systematic analysis of the strengths,✓ weaknesses, opportunities✓ and threats of every part of the business unit.✓ The findings provide a basis for developing action programmes to improve performance.✓ (4)

1.1.3 Forecasting: Since planning is an organised process of making business decisions,✓ the element of forecasting plays a significant part in this process.✓ It involves the identification of the current situation and the estimation of the future situation.✓ (3)

1.1.4 Action programmes: Many action programmes may have to be developed by the organisation✓ in response to the information provided by the swot analysis and forecasting.✓✓ (3)

1.1.5 Bridge of profit statement: This is a summary reflecting the profit impact of all analytical adjustments and action programmes.✓✓ These review sessions enable top management to decide what other actions need to be taken to achieve the organisation's objectives.✓✓ (4)

1.2 The marketing plan identifies the market segments,✓ the type of products required, and establishes customer demands.✓✓ (3)

[20]

QUESTION 2

2.1
- Economic influence
- Socio-political influence
- Technological developments
- Manpower resources
- Physical resources (5)

2.2
- Management
- Information
- Technology
- Capital
- Land
- Labour
- Energy
- Raw materials
- Components
- Documents
- Persons (e.g. patients)
- Environmental influence (Any 10 × 1) (10)

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2.3 Production management plans and controls the activities✓ to be performed in the production system,✓ and includes decision-making and supervision✓ over the production process✓ so that goals are met and/or services are rendered according to the prescribe specification,✓ in the right quantity, according to the planned schedule,✓ at the lowest cost in a safe way.✓ (7)

2.4 A goal is a desired situation or result that an enterprise, group or individual strives for.✓ It is derived from the mission, it is not strictly defined✓ and it is set over the long term.✓ (3)

[25]

QUESTION 3

3.1
- Large investments in company – wide education and training.
- Superior quality, reliability and customer service.
- Constantly reducing lead times.
- Greater responsiveness to customer needs.
- Superior innovation and product development.
- Constantly improving productivity.
- Top management commitment to continuous improvement.
- Encouragement of teamwork to improve business processes.

(Any 7 × 1) (7)

3.2 An inventory strategy that companies employ to increase efficiency✓ and decrease waste✓ by receiving goods only✓ as they are needed in the production process,✓ thereby reducing inventory costs.✓ (5)

3.3
- Record accounting information
- Establish clerical organisation, procedures and methods
- Plan the utilisation of office space
- Undertake wage calculation
- Attend to correspondence
- Collect and process statistics
- Undertake cost price calculations and cost control
- Draw up and control budgets
- Communicate with other departments
- Preserve documents and correspondence in the archives (Any 7 × 1) (7)

3.4
- Motorcars
- Vaccines
- Maize
- Video-tapes
- Bicycles
- Text books
- Calculators
- Houses
- Components
- Chemicals

OR

Services such as:

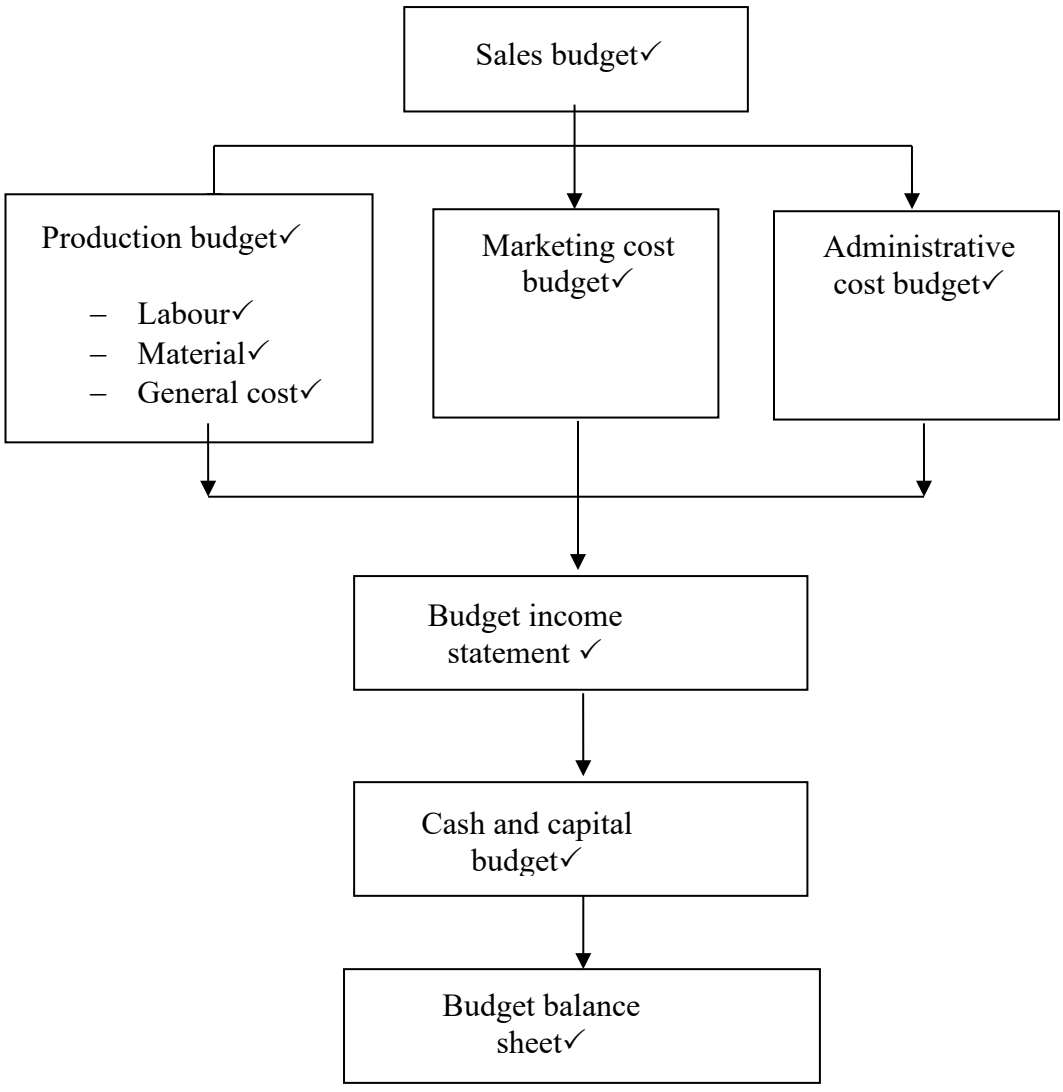
- Police protection
- Refuse removal
- Health
- Transport
- Funeral services
- Insurance
- Education services (Any NINE of the above) (9)

3.5 It is the management statement of production levels at which the company is to operate considering the business plan, sales, marketing plan and financial plan.✓✓ (2)

[30]

QUESTION 4

4.1



(10)

4.2 Available capacity = (2 × 8 × 6) × 1,1 × 80/100 × 90/100✓✓✓
= 76,0 hours/week✓✓ (5)

4.3 Supplying ex-stock involves fulfilling orders from stock built up based on forecasts.✓✓
Making to order involves first receiving a customer order and then producing the product to meet the customer specification.✓✓

Advantages of ex-stock: - easier to achieve a balanced or even production
- few changeovers or setups✓
- can produce in large volumes✓

Advantages of make to order: - inventory carrying costs are low✓
- no risk of carrying unwanted stock✓ (8)

4.4 Lead time is the time taken to complete a particular task.✓✓ (2)
[25]

TOTAL: 100

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