higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

(8140034)

12 August 2021 (X-paper)
09:00–12:00

Nonprogrammable calculators may be used.

This question paper consists of 4 pages.

298Q1G2112

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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 question on a new page.
5. Only use a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Discuss the following types of business planning:

1.1.1 Organisational objectives (3)

1.1.2 SWOT analysis (4)

1.1.3 Forecasting (3)

1.1.4 Action programmes (3)

1.1.5 Bridge of profit statement (4)

1.2 What is the purpose of a marketing plan? (3)
[20]

QUESTION 2

2.1 List FIVE main factors that influence the strategic planning process. (5)

2.2 Name TEN production inputs that form part of a production system. (10)

2.3 Discuss the production management system of an enterprise. (7)

2.4 Define *goal.* (3)
[25]

QUESTION 3

3.1 Name any SEVEN characteristics of world class companies. (7)

3.2 Explain the term, *just in time* (JIT). (5)

3.3 The administrative function serves as an aid to management in achieving the business objectives of an enterprise.

Write down SEVEN functions of this department. (7)

3.4 The output of a system in any enterprise may, for example, be finished products.

Name NINE such products: (9)

3.5 Briefly explain the purpose of production planning. (2)
[30]

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QUESTION 4

4.1 With the aid of a free-hand sketch, show the budget process of an enterprise. (10)

4.2 Calculate the available capacity, in standard hours per week, of a work centre which operates as follows:

TWO shifts of 8 hours per day, 6 days a week, 10% overtime, 80% efficiency and 90% utilisation. (5)

4.3 Describe the difference between *supplying ex-stock* and *making to order* and give TWO advantages of each. (8)

4.4 Explain the term *lead time*. (2)

[25]

TOTAL: 100

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