higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

29 NOVEMBER 2019

This marking guideline consists of 5 pages.

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QUESTION 1

1.1
1.1.1 False
1.1.2 True
1.1.3 True
1.1.4 True
1.1.5 True
1.1.6 False
1.1.7 False
1.1.8 True
1.1.9 False
1.1.10 True
1.1.11 False
1.1.12 True
1.1.13 False
1.1.14 False
1.1.15 True

(15 × 1) (15)

1.2 1.2.1
- Concentrating on one product line
- Market development
- Product development
- Innovation
- Integration
- Joint venture
- Concentric diversification
- Conglomerate diversification. (Any 7 × 1) (7)

1.2.2 Plans made by top management✓which indicate the direction in which the enterprise is going to move✓ in the long term✓ (3)

[25]

QUESTION 2

2.1
- 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)

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

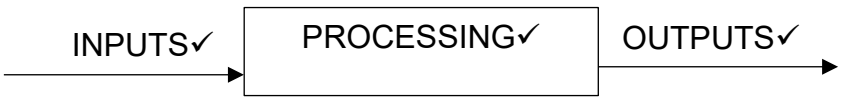
2.3
- Record accounting information
- Establish clerical organisation, procedures and methods
- Plan the utilisation of office space
- Undertake wage calculation
- Attend to correspondence
- Collect and process statistics
- Undertake cost price calculations and cost control
- Draw up and control budgets
- Communicate with other departments
- Preserve documents and correspondence in the archives (Any 7 × 1) (7)

2.4
- Motorcars
- Vaccines
- Maize
- Video tapes
- Bicycles
- Text books
- Calculators
- Houses
- Components
- Chemicals
- Services such as:
  - Police protection
  - Refuse removal
  - Health
  - Transport
  - Funeral
  - Insurance
  - Education services (Any 9 × 1) (9)

[28]

QUESTION 3

3.1 An open system receives outside inputs✓ which are then processed synergistically✓ before being released to the environment✓ in the form of outputs.✓ (4)



(3)

3.2
- Market orientation
- Market research
- Marketing management (3)

3.3 The quality function development attempts to prioritise the inclusion✓ of functions that add✓ value for customers✓ into products or services.✓ In a way it works like an operation strategy,✓ but at product/service design level✓ rather than at the organisational strategy level.✓ (7)

3.4
- Design
- Supply
- Process
- Distribution
- Use (5)

[22]

QUESTION 4

4.1
- When raw materials and parts come into operation,✓ in order to avoid using defect raw materials or parts in the process✓
- When a particular part of a process is known✓ to produce poor quality products✓
- When finished goods leave an operation,✓ in order to avoid product returns, repairs, warranty claims, consequential damages, etc.✓
- Before a critical activity in the process✓ e.g. before an expensive part of a process✓
- After an unreliable part of a process with a high defect rate,✓ in order to limit future consequences of poor quality✓ (5 × 2) (10)

4.2 EOQ $= \frac{\sqrt{2 \times 400 \times 10}}{0{,}1 \times 50}$✓✓

$= \frac{\sqrt{8\,000}}{5}$✓

$= \sqrt{1\,600}$✓

= 40 kg✓ (5)

4.3
- Long-, medium- and short- term forecasts
- Financial sales and product consideration
- Social responsibility
- Labour relations and personnel
- Technological developments
- The economy
- Political expectations
- Market trends
- Cultural and demographic changes
- Changes in stress and social values
- Changes in management and work ethics
- Monetary and fiscal policy
- Exchange rate trends
- Various forecasting technics (Any 10 × 1) (10)

[25]

TOTAL: 100

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