higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N4

(8140034)

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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. Diagrams must be large, neat and fully labelled.
5. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.15) in the ANSWER BOOK.

1.1.1 Planning is not an aim in itself but simply a means to an end.

1.1.2 Correct assumptions about the future are crucial for good planning.

1.1.3 Within the framework of the subsections of goals and objectives, individuals formulate goals and objectives for themselves.

1.1.4 Control and evaluation bridge the gap between strategic planning and the implementation of strategy.

1.1.5 Sampling entails selecting a representative sample of a product for inspection, or testing on the basis of statistical sampling criteria.

1.1.6 A listing of components that go into a parent part is known as a product design.

1.1.7 It must be borne in mind that a continuous flow of orders is an important factor in achieving high productivity and high cost.

1.1.8 Production management is also known as operations management.

1.1.9 Quality products always cost more.

1.1.10 Conglomerate diversification comprises the removal of products that do not profit the enterprise.

1.1.11 The financial function is limited to all other functions.

1.1.12 Liquidation is the most unattractive strategy which can be used only when all other strategies fail.

1.1.13 The ordering policy which involves ordering exactly the quantity needed is known as a fixed-order quantity.

1.1.14 The choice of a growth strategy is inevitably risky.

1.1.15 In a quality costing programme, warranty costs should be captured as an example of internal failure costs.

(15 × 1) (15)

1.2 1.2.1 Name SEVEN points in which the growth strategy is based on the extension of activities. (7)

1.2.2 Define *strategic planning.* (3)

[25]

QUESTION 2

2.1 Give SEVEN characteristics of world class companies. (7)

2.2 Explain the term *Just In Time* (JIT). (5)

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

State SEVEN functions of this department. (7)

2.4 The output of a system in any enterprise may for instance constitute finished products.

Name NINE types of finished products. (9)
[28]

QUESTION 3

3.1 Describe and draw the diagram of an open system. (7)

3.2 Name the THREE main features which dominate the marketing function in all sophisticated market economies. (3)

3.3 Discuss the *quality function development process*. (7)

3.4 State the FIVE stages of the whole *product service creation process* of an enterprise. (5)
[22]

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QUESTION 4

4.1 Quality inspections are usually carried out under certain circumstances.

State FIVE of these circumstances and discuss them. (5 × 2) (10)

4.2 The annual demand for a raw material is 400 kg, the ordering cost is R10 per order, the inventory holding cost is 10% per year and the unit cost is R50 per kg. EOQ = $\frac{\sqrt{2 \text{ X Ds}}}{\text{IC}}$

Calculate the economic order quantity (EOQ) (5)

4.3 Information about and knowledge of the business economic environment of an enterprise must be analysed and forecast based on a certain analysis. Forecasts are multidimensional and involve complex activities.

State these activities of forecasts. (10)
[25]

TOTAL: 100

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