higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PRODUCTION AND QUALITY CONTROL N6

(8140066)

23 July 2021 (X-paper)
09:00–12:00

Nonprogrammable calculators may be used.

This question paper consists of 4 pages.

017Q1G2123

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
PRODUCTION AND QUALITY CONTROL N6
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 Explain the following words/terms. Write the answer next to the question number (1.1.1–1.1.6) in the ANSWER BOOK.

1.1.1 Production (2)

1.1.2 A system (2)

1.1.3 PDCA cycle (4)

1.1.4 Quality (3)

1.1.5 Takt (2)

1.1.6 Constraint (2)

1.2 The personnel department and the personnel manager in charge are responsible for the personnel function in bigger business entities.

List TEN aspects that the personnel function deals with. (10)

[25]

QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (2.1–2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Inspection aids	A	TQM
2.2	Acceptable quality level	B	collect and process statistics
2.3	Prerequisite to JIT	C	budgets and budgetary control
2.4	The administrative function	D	labour relations
2.5	Financial function	E	micrometres
		F	AQL

(5 × 1) **[5]**

QUESTION 3

3.1 The primary activities of the financial function are to attract capital and decide on the utilisation of funds.

List TEN functions of this department. (10)

3.2 Briefly explain the contingency factors in the control process under the following headings:

3.2.1 Size of the enterprise

3.2.2 Managerial level

3.2.3 Enterprise activity

3.2.4 Enterprise climate

3.2.5 Importance of the activity

(5 × 3) (15)
[25]

QUESTION 4

4.1 List SIX contingency factors in the control process. (6)

4.2 Name THREE different types of control. (3)

4.3 Within TOC, the role of management accounting includes certain activities.

Write down 13 of these activities. (13)

4.4 Name THREE types of capacity measures. (3)
[25]

QUESTION 5

5.1 Name the THREE types of constraints that may be found in companies. (3)

5.2 Each day a company produces 20 bicycles and sells them for R1 000 each.

5.2.1 Calculate the daily throughput if the material cost is R400 per unit. (4)

5.2.2 How will the throughput be affected if TWO bicycles are rejected at final inspection and cannot be sold? (3)

5.3 Give a definition of *benchmarking*. (2)

5.4 Briefly describe the FOUR types of benchmarking. (8)
[20]

TOTAL: 100

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