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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

PRODUCTION AND QUALITY CONTROL N4

(8140034)

**16 April 2020 (X-paper)
09:00–12:00**

This question paper consists of 5 pages.

286Q1A2016

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 section on a new page.
 5. Use only black or blue pen.
 6. Write neatly and legibly.
-

QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'true' or 'false' next to the question number (1.1–1.5) in the ANSWER BOOK.

- 1.1 In the modern enterprise, management must link the different components as a whole and direct them towards communal objectives and goals.
- 1.2 By means of forecasting; opportunities and threats that may occur in the future, can be identified. *
- 1.3 There should be no liaison between the production and personnel departments.
- 1.4 Time-series analysis is based on analysing historical data series to identify the mathematical patterns in it, which are then extended into the future to make forecasts.
- 1.5 Independent demand is directly caused by a higher-level item, but is dependent on the market demand. *

(5 × 2)

[10]**QUESTION 2**

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

COLUMN A		COLUMN B	
2.1	Numerical value given to an alternative	A	inventory strategy
2.2	A retrenchment strategy	B	reliability
2.3	Just in time	C	liquidation
2.4	The probability of service being done right	D	parabolic
2.5	Unexplained variation around the basic trend *	E	quantitative analysis
		F	dependent demand
		G	random variation

(5 × 1)

[5]

QUESTION 3

- 3.1 Planning is interwoven with all the levels of the management hierarchy. Although the nature and extent of planning is carried out on the different levels, the time devoted to it, its complexity and the time period for which it is done, differs.

With regards to planning, discuss the following responsibilities:

- 3.1.1 Top management (5)
- 3.1.2 Middle management * (5)
- 3.1.3 First-line management (5)
- 3.2 Name the FIVE M's that summarises the responsibilities of production management. (5)
- 3.3 Name the SEVEN main functions of business activities. (7)
- 3.4 Name the THREE main features that dominate the marketing function in all sophisticated market economies. (3)

[30]**QUESTION 4**

- 4.1 Quality is determined not only by each activity during the product manufacturing or service delivery process, but also at each stage of the whole product service creation process. *

Name the FIVE stages of the whole product creation process. (5)

- 4.2 Differentiate between the *attribute data* and the *variable data*. (4 × 2) (8)

- 4.3 A company has the following orders for a certain product:

MONTH	UNITS
February	950 units
March	1 100 units
April	1 100 units
May	800 units
June	1 000 units

The starting inventory on 1 of February is 600 units.

Copy and complete the following table in the ANSWER BOOK. Calculate the inventory level at the end of each month if production is maintained at 1 000 units per month. Show the monthly orders, production and inventory levels.

		Feb	Mar	Apr	May	June
Orders						
Production						
Inventory						

(10)

4.4 Name SEVEN benefits of using MRP.



(7)
[30]

QUESTION 5

5.1 Briefly explain the following types of forecasts:

5.1.1 Qualitative forecasts



5.1.2 Quantitative forecasts

(2 x 2) (4)

5.2 Name the SIX steps in correct order, which are applicable to calculate the seasonal factors that reflect the seasonal pattern.

(6)

5.3 True sales of a product were 776 units in June, but at the end of May a forecast was made of 749 units for June sales.

Using a smoothing constant of 18%, calculate the forecast for July.

(10)

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



Name FIVE functions of this department.

(5)
[25]

TOTAL: 100