 Province of the

EASTERN CAPE

EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY WORKSHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **15/04/2020** |
| **TOPIC** | **BUSINESS OPERATIONS** | **TERM 1****REVISION** |  | **TERM 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **30 MINUTES MARKS: 40** | **TIPS TO KEEP HEALTHY**1. **WASH YOUR HANDS** thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%.2. **PRACTICE SOCIAL DISTANCING** – keep a distance of 1m away from other people.3. **PRACTISE GOOD RESPIRATORY HYGIENE**: cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use.4. **TRY NOT TO TOUCH YOUR FACE.** The virus can be transferred from your hands to your nose, mouth and eyes. It can then enter your body and make you sick. 5. **STAY AT HOME.**  |
| **INSTRUCTIONS** | INSTRUCTIONS AND INFORMATION 11. Answer THREE questions in the ANSWER BOOK. Section A is compulsory and answer ONE question in Section B and ONE question in Section C
2. Number the answers correctly according to the numbering system used in this question paper. NO marks will be awarded for answers that are numbered incorrectly
3. Read the instructions for each question carefully and take particular note of what is required.
4. Except where other instructions are given, answers must be in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Write neatly and legibly.
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**QUESTION 1: BUSINESS OPERATIONS**

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| Quality performance in large and small businesses is essential. Without total quality management (TQM) a business will experience problems. Quality must therefore be continuously improved in order to maintain total client satisfaction.  |

With reference to the statement above:

* Distinguish between quality performance and quality management.
* Explain the advantages of a good quality management system.
* Discuss the impact of the following elements of TQM on large businesses:
* Continuous improvement to processes and systems
* Total client/customer satisfaction
* Continuous skills development

Advice businesses on the importance of quality circles in TQM **[40]**

 **(EC/SEPTEMBER 2018)**