 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** | **16/04/2020** |
| **TOPIC** | **BUSINESS OPERATIONS** | **TERM 1**  **REVISION** |  | **TERM 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **40 MINUTES MARKS: 50** | **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 1   1. Answer ALL questions in the ANSWER BOOK. 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** | | | |  |
| 1.1 | Identify the business function that is responsible for improving the quality of performance in EACH statement below: | | |  |
|  | 1.1.1 | Pete (Pty) Ltd is not able to identify suitable suppliers who would be able to source and deliver quality goods and services. | | (2) |
|  |  |  | |  |
|  | 1.1.2 | The Pay As You Earn of Aqua Ltd are not accurately calculated and the payments are made late. | | (2) |
|  |  |  |  |  |
| 1.2 | Identify the total quality management (TQM) element applied by Imvelo Logistics in EACH case below | | |  |
|  |  |  | |  |
|  | 1.2.1 | Regular market research is conducted to determine the needs of consumers. | |  |
|  |  |  | |  |
|  | 1.2.2 | Sufficient capital and equipment are available to render quality service. | |  |
|  |  |  | |  |
|  | 1.2.3 | Employees are regularly trained to use the latest technology. | |  |
|  |  |  | |  |
|  | 1.4.4 | The CEO participates in decision-making at all levels of the company. (4 | | (8) |
| 1.3 | Discuss the negative impact on businesses if TQM is poorly implemented. | | | (8) |
|  |  | | | **[20]** |

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| **QUESTION 2: BUSINESS OPERATIONS** | | | |  |
| 2.1 | Read the scenario below and answer the questions that follow. | | |  |
|  |  | | |  |
|  | **EXCLUSIVE CLOTHING ENTERPRISE (ECE)**    Zinhle is the owner of Exclusive Clothing Enterprise. She was requested to share ideas on how she maintains the high quality standard of her products. She indicated that her employees are trained on a regular basis. Time and resources are also used efficiently. | | |  |
|  |  | | |  |
|  | Describe how quality of performance in the following business functions can contribute to the success of a business: | | |  |
|  |  | | |  |
|  | 2.1.1 | Quote TWO benefits of a good quality management system from the scenario above. | | (2) |
|  |  |  | |  |
|  | 2.1.2 | Explain to Zinhle other benefits of a good quality management system. | | (8) |
|  |  | | |  |
| 2.2 | Describe how quality of performance in the following business functions can contribute to the success of a business: | | |  |
|  |  | |  |  |
|  | 2.2.1 | | Administration | (6) |
|  |  | |  |  |
|  | 2.2.2 | | Marketing | (6) |
|  |  | |  |  |
| 2.3 | Suggest ways in which total quality management (TQM) can reduce the cost of quality. | | | **(8)**  **[30]** |

**TOTAL 50**