



FACULTY OF ENGINEERING AND BUILT ENVIRONMENT

SUPPLEMENTARY-EXAMINATION

DEPARTMENT**DEPARTMENT OF QUALITY AND OPERATIONS MANAGEMENT****PROGRAMME**ND MANAGEMENT SERVICES
ND OPERATIONS MANAGEMENT**MODULE**

ORGANISATIONAL EFFECTIVENESS 1B

CODE

ORE11B1/OEF11B2

DATE

09 JANUARY 2016

DURATION

3 HOURS

TIME

8:00 – 11:00

TOTAL MARKS

100

EXAMINER

MR V. LUKONGA

MODERATOR

MS TM. NEMARUMANE

NUMBER OF PAGES5 PAGES

INSTRUCTIONS TO CANDIDATES:

- Please answer all questions.
- Calculators are allowed
- Question papers must not be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written exam apply.

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QUESTION 1

- 1.1. List and Explain the four Basic elements of a Form. (8)
- 1.2. When carrying out Method Study we start at the beginning, the first step in the method study approach, is to select the area of work. There are two very important reasons for this first step in the method study approach and three considerations that should be kept in mind when selecting a job. Name the two important reasons and the three considerations that should be kept in mind when selecting a job. (5)
- 1.3. Define the eight Types of Job Elements. (16)
- 1.4. Differentiate between a representative worker and a qualified worker. (4)

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	FIRST NAME	S-NAME	STUDENT #	COURSE	SIGNATURE

QUESTION 2

- 2.1. Calculate sample size for element for element (5)
- 2.2. Complete the time study sheets provided below.
- Observation Sheet (31)
- Analysis Sheet (8)
- Summary Sheet (23)

Note:

- The observed times provided are in seconds
- ALL answers must be in 2 decimal places(**except** in **Averages** and **Ratings**, which must be whole number)

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ANALYSIS SHEET

DEPARTMENT;	DATE (yy/mm/dd)
MACHINE no;	OPERATION NO;
MACHINE DESCRIPTION;	TAKEN BY;
TASK DESCRIPTION;	

		Elements											
		1	2	3	4	5	6	7	8	9	10	11	12
Cycle Number	1												
	2												
	3												
	4												
	5												
	6												
	7												
	8												
	9												
	10												
	11												
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	21												
	22												
	23												
	24												
	25												
	26												
	27												
	28												
	29												
Totals													
No of Obs													
Elem Basic Time													

SUMMARY SHEET

DEPARTMENT;	DATE (yy/mm/dd)
MACHINE DISCR;	OPERATION NO;
TASK DESCRIPTION;	TAKEN BY;
PART DESCRIPTION;	

[illegible]