



PROGRAMME	:	NATIONAL DIPLOMA
SUBJECT	:	PRODUCTION PLANNING AND CONTROL
CODE	:	BPH11A1 AND PPL11A1
DATE	:	
DURATION	:	150 Minutes
TIME	:	
TOTAL MARKS	:	100

EXAMINER	:	DR. NDALA YVES MULONGO
INTERNAL MODERATOR	:	PROF PULE KHOLOPANE
EXTERNAL MODERATOR	:	PROF KEM RAMDASS
NUMBER OF PAGES	:	2 PAGES

INSTRUCTIONS TO CANDIDATES:

- ✓ Answer ALL questions.
- ✓ **THIS IS AN OPENED BOOK TEST.**
- ✓ Write neatly and legibly
- ✓ NOTE: Marks will be awarded for theoretical knowledge, application of the theory and use of relevant examples.
- ✓ The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

QUESTION 1 [30]

1.1 Which one of the following is a critical decision related to operations Management: [5]

- a. Process focus
- b. Product development
- c. Process modification and enhancement
- d. Process design
- e. Sustainability
- f. All of the above
- g. None of the above

1.2. Which one of the following is a challenge in Operations Management: [5]

- a. Mass customization
- b. Providing the proper training
- c. Providing proper work methods and tools
- d. Establishing legitimate incentives for work to be accomplished
- e. Matching employees to right job
- f. All of the above
- g. None of the above

1.3. Which one of the following is a reason to globalise: [5]

- a. Employment practices
- b. Reduce risk
- c. Value
- d. Provide better goods and services
- e. Response – rapid response
- f. All of the Above
- g. None of the Above

1.4. Which one of the following is a key dimension of quality: [5]

- a. Create consistency of purpose
- b. Emphasize leadership
- c. Supplier development
- d. Product development
- e. Conformance
- f. All of the Above
- g. None of the Above

1.5. Which one of the following is a correct statement: [10]

- a. Non-operational consequences does not involve an indirect economic loss as well as the direct cost of repair
- b. Prevention costs - reducing the potential for defects
- c. The objective of process strategy is to create a process to produce products that meets customer requirements beyond customer budget due to quality managerial constraints
- d. The objective of the product decision is to develop and implement a product strategy that meets the demands of the marketplace with a competitive advantage
- e. Simple system is asked to perform many different functions
- f. All of the Above
- g. None of the Above

QUESTION 2 [40]

2.1 List and discuss Four different process strategies [10]

2.2 Based on a table conducted a comparison of the Characteristics of Four Types of Processes strategies [30]

QUESTION 3 [30]

3.1 Discuss Four consequences related to the occurrence of a failure in a simple or complex system [10]

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3.2 Based on a product of your choice discuss different stages related to the product development.
[20]

3.3 The discussed Three factors used to identify either the occurrence of a functional failure or a potential failure **[10]**

Good Luck [100]