



UNIVERSITY
OF
JOHANNESBURG

ONLINE ASSESSMENT

FACULTY/COLLEGE		College of Business and Economics	
SCHOOL		School of Management	
DEPARTMENT		Business Management	
CAMPUS		APB	
MODULE NAME		Operational Risk	
MODULE CODE		HC1OPSR	
SEMESTER		Second	
ASSESSMENT OPPORTUNITY, MONTH AND YEAR		Final Supplementary Summative Assessment January 2022	
ASSESSMENT DATE	January 2022	SESSION	
ASSESSOR	Dr V Kalitanyi		
MODERATOR	Mr D Smith		
DURATION	120 minutes	TOTAL MARKS	100
NUMBER OF PAGES OF QUESTION PAPER (Including cover page)			3

INFORMATION/INSTRUCTIONS: _____

- This is a closed-book assessment.
- Read the questions carefully and answer only what is asked.
- Answer all the questions:
- Number your answers clearly.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
- Structure your answers by using appropriate headings and subheadings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

Declaration of original work

Submitting this assessment serves to declare that my academic work is in line with the Plagiarism Policy of the University of Johannesburg which I am familiar with. I further declare that the work presented is authentic and original. I understand that plagiarism is a serious offence and should I contravene the Plagiarism Policy, I may be found guilty of a serious criminal offence (perjury).

QUESTION 1

[23 MARKS]

- 1.1 In a context of trading or financial institution, operational risk refers to a range of failures in the operations of the firm that are not directly related to the market. List at least four of those failures. (8)
- 1.2 Sizwe has a small bread bakery shop in Limpopo where she employs eight employees, two cleaners and six bakers, helping with the production of bread. On average, they make 270 loaves of bread per day. She pays the cleaners R15 per hour and the bakers R70 per hour. The staff work seven hours per day, five days per week. They use 100 kilograms of flour polish per day. The cost per 10 kilograms of flour polish is R40. The electricity is R1 000 per four-week month. Calculate the total productivity. (15)

QUESTION 2

[18 MARKS]

- 2.1. The following are the needed inputs in a service operation of hair dressing:
- Salon premises
 - Chairs
 - Mirrors
 - Dryers
 - Shampoo
 - Hairdressers
 - Customers
 - Bookings
 - Style design
 - Basins

Classify them in two categories as they are whether transformed or transforming inputs. (10)

- 2.2. List and explain the two most common approaches in identifying risk (8)

QUESTION 3:**[18 MARKS]**

List and explain the six steps involved in the risk management plan

QUESTION 4**[16 MARKS]**

Discuss at least four reasons why it is important to student and understand operational risk

QUESTION 5**[25 MARKS]**

5.1. Distinguish risk control from risk management

(5)

5.2. Draw the diagram of risk management process and describe each phase of the diagram (20)

End of assessment