



UNIVERSITY NUMBER
UNIVERSITEITSNOMMER

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FINAL %
FINALE %

53.9

This section must be completed in full by the student.
Hierdie gedeelte moet volledig deur die student voltooi word.

Lecturer
Dosent:

Prof van Staden

Surname
Van: Boer

Initials
Voorletters: A.J.

Title
Titel: Mr

Signature
Handtekening:

Contact number
Kontaknommer: 0736952123

Module code
Modulekode: GOPM521

Date of examination
Datum van eksamen: 2019/11/12

Qualification
Kwalifikasie: PGDip in Management

Exam venue
Eksamenlokaal: Benoni

Number of answer scripts handed in
Aantal antwoordskrifte ingehandig: 1

Number of this answer script
Nommer van hierdie antwoordskrif: 1

Fill in the number of the questions you have answered.
Vul die nommer van die vrae wat u beantwoord het in.

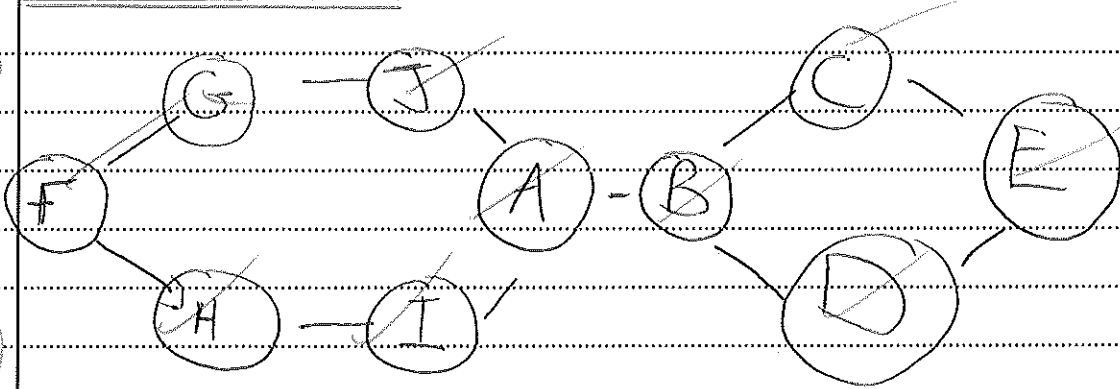
Question number Vraagnommer	Marks: Examiner Punte: Eksaminator	Marks: Moderator Punte: Moderator
A	14	
B	19	
C	20	
TOTAL / TOTAAL		
Sign / Parafeer:	53	

Examination Instructions / Eksamenvoorskrifte

- No student will be allowed in the exam room after 30 (thirty) minutes have lapsed from the commencement of the exam. No student will be allowed to leave the exam venue prior to the lapse of 30 (thirty) minutes from the commencement of the exam.
- A student may bring a bag into the exam venue, at own risk. This bag must be placed at the front of the exam venue for the duration of the exam.
- A student may not have any cell phone / smart watch / tablet / computer – or any device related to the latter, in his/her possession during the exam, and is prohibited from handling such devices.
- A student may not have any unauthorised notes, in any format in his/her possession during the exam.
- A student may not in any way assist another student, or receive any assistance from another student during the exam.
- A student must hand over all answer scripts (including those that were not used) to the invigilator prior to leaving the exam venue. No page may be removed from an answer script by a student.
- Pages in the answer script must be completed on both sides, and may only be completed in either black or blue ink.
- No refreshments are allowed in the exam venue.
- The attendance slip on the back cover that also serves as an undertaking, must be completed and handed in.
- Geen student sal in die eksamenlokaal toegelaat word nadat 30 (dertig) minute verloop het vanaf die aanvang van die eksamen nie. Geen student sal toegelaat word om die eksamenlokaal te verlaat, voor 30 (dertig) minute verloop het vanaf die aanvang van die eksamen nie.
- 'n Student mag 'n sak na die eksamenlokaal bring, op eie risiko. Dié sak moet voor in die eksamenlokaal geplaas word vir die duur van die eksamen.
- 'n Student mag geen selfoon / slimhorlosie / tablet / rekenaar – of enige toestel wat met laasgenoemde verband hou, tydens die duur van die eksamen in sy of haar besit hê, of selfs hierdie toestelle hanteer nie.
- 'n Student mag geen ontoelaatbare notas, in enige formaat ook al, in sy/haar besit hê tydens die eksamen nie.
- 'n Student mag nie aan 'n ander student enige hulp verleen, of enige hulp verkry van 'n ander student tydens die eksamen nie.
- 'n Student moet alle antwoordskrifte (insluitend die wat nie gebruik is nie) aan die betrokke toesighouers oorhandig voor die eksamenlokaal verlaat word. Geen bladsy mag uit 'n antwoordskrif verwyder word deur 'n student nie.
- Bladsye in die antwoordskrif moet aan beide kante voltooi word, en mag slegs in óf blou óf swart ink voltooi word.
- Geen verversings word in die eksamenlokaal toegelaat nie.
- Die presensiestrokie op die agterblad, wat ook as onderneming geld, moet voltooi en ingegee word.

1.4 Number of orders per year = $\frac{D}{Q}$
 $= \frac{275,000}{6430}$
 $= 43 \text{ orders per year}$

Question 2



Section B : Discussion

Question 1

$$10,000 \div 250 = 40$$

$$15,000 \div 250 = 60$$

$$60 - 40 = 20$$

Yes with new equipment they productivity increase with 20

Question 2

- Design of goods and services
 = what good or services are being offered
 ANCO is producing jewellery. The production of this jewellery, are the use of high cost equipment.

the production flow.

8) Inventory management:

- The greatest cost of money in inventory is to make sure the production process is flowing.

9. Maintenance:

- They maintain the equipment on a regular basis to ensure production flow.

10) Scheduling

- The production processes are developed according to very specific schedule.

Question 3:

1. Quality commitment:

- Since senior management allocates resources and the implementation of quality management incurs cost of its own, senior management will have to be committed, support lead in implementation of quality management at all cost. This will ensure that quality management and continuous improvement becomes a continuous exercise.

2. Benchmarking:

- It participates in national benchmarking comparison against other hospitals where it scores in the top 10% in the overall patient satisfaction.
- Competes on differentiation and has high standards of quality, including quality initiative that they are constantly trying to improve. A questionnaire is mailed to patients after 2 week period to see what they could have done better.

Question 5:

Just-in-Time: Patients should be attended to at each duty station as they arrive and discharged when they are supposed to, be save on space as well as have adequate space and other resources for other patients.

Drugs and other material should be available when needed in the right quantities to ensure customer satisfaction.
This will avoid wastage from drugs going to racks.

Question 6

- Inventory demand:

Capacity options the company - lets in the retail sector can implement a marketing strategy by the means of "Black Friday" to create demand.

- Safety stock:

ensure that there is safety stock when inventory is low.

Price cuts - When demand is low, a company to increase demand through price cuts, or promotion or advertising.

Supply chain can often be improved by locating facilities in countries where unique resources exist.

[illegible]