



UNIVERSITY NUMBER
UNIVERSITEITSNOMMER

1 2 9 3 5 7 4 3

FINAL %
FINALE %

70%

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

Lecturer
Dosent:

Lous Van Staden

Surname
Van:

TSHABALALA

Initials
Voorletters:

MS

Title
Titel:

MR

Signature
Handtekening:

[Signature]

Contact number
Kontaknommer:

0823304073

Module code
Modulekode:

90MP521

Date of examination
Datum van eksamen:

2019/11/12

Qualification
Kwalifikasie:

PGDIP Management

Exam venue
Eksamenlokaal:

Vaalpark

Number of answer scripts handed in
Aantal antwoordskrifte ingehandig:

Number of this answer script
Nommer van hierdie antwoordskrif:

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	28	
B	23	
C	19	
TOTAL / TOTAAL		
Sign / Parafeer:	70	

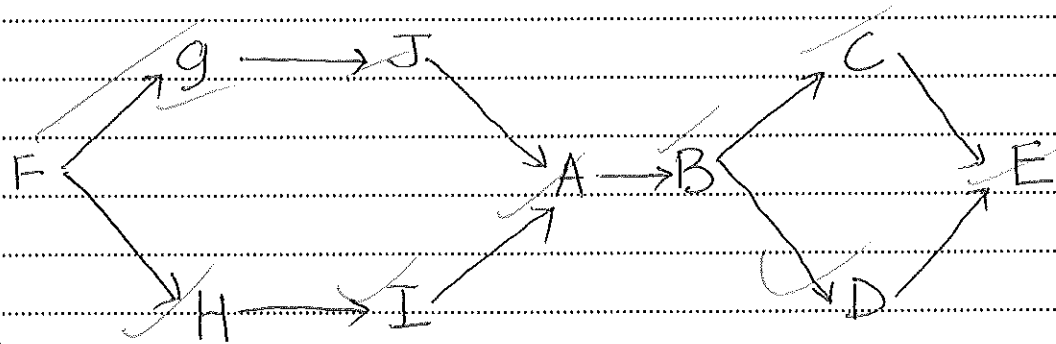
Examination Instructions / Eksamenvoorskrifte

- 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 presensiestrokke op die agterblad, wat ook as onderneming geld, moet voltooi en ingegee word.

in

Section C

Question 2



Section B

Question 1

Before the buy machine - Productivity = $\frac{\text{Units produced}}{\text{labour-hours used}}$

$$= \frac{10\,000}{250}$$

$$= 40$$

After they bought the machine - productivity = $\frac{\text{Units produced}}{\text{hours used}}$

$$= \frac{15\,000}{250}$$

$$= 60$$

Their productivity has increased from 40 to 60.

Question 2

Design of Goods: ANCO is producing high cost jewellery of exceptional quality.

Quality: They use the equipment that enables them to produce jewellery of exceptional quality.

Inventory: ANCO keeps high lots on inventory as they cannot afford to run the machine at lower rate. So their inventory is high.

Question 3

~~Appraisal Costs~~ Prevention Costs

Arnold Palmer use continuous improvement to ensure that the lower rates of infection, readmission rates death cost and reduce the number stay at hospital.

~~Prevention Costs~~ Appraisal costs

The orientation programme is emphasising that the customer comes first - employees are trained to handle problems as and when they emerge.

Internal Failure Costs

The Hospital use the Just-In-Time approach in their medicine ordering. This means any medicine that is not up to scratch will be easily identified and cleared with the supplier. In this case no wrong medicine will be administered to children.

External Failure Costs

The hospital has a ~~star~~ scoreboard that will show them the condition of any baby that is about to be delivered. The doctors and nurses can be able to check the conditions and send specialist who can deliver without complications.

Question 4

Economic Forecast

Currently the trade war between China and US may have effect on the costs of equipment that they want to import

Question 5

JIT can help the hospital to keep low inventory. Low inventory will help the hospital to identify any defects of or a delivered material. Example could be if you sell bricks, when ordering tons of thousands of these bricks it will be difficult to see how many are broken and by the time you want to sell this bricks then you realise half of them are actually broken.

The cost of storage and insurance is high. JIT helps ensuring that the suppliers actually delivers what is needed at the right time to a right location. Toyota plant in US has mastered this approach and anything that is not needed or handled more than once is a waste. So the hospital should insist on reliability of suppliers that if they suppose to deliver, they deliver at the right time and deliver a quality inventory.

The hospital should also emphasise the importance of JIT amongst its units. They should remove anything that is not related to what they are doing as that constitute waste. Efficiency is the ~~the~~ key to gaining competitive advantage so it will be important that the hospital enhance JIT to create a culture of professionalism and caring.

it will be difficult to employ this method as people are impatient and ~~the~~ globalisation has ensured that trading can happen globally.

Companies may as well consider counter seasonal product or services. The example can be that of a company producing ice cream. during winter they will venture into coffe. This also have some repercussions as companies may find themselves venturing into unknown territories.

