

GREENBURY SECONDARY SCHOOL

2019 JUNE EXAMINATIONS

GRADE 11

BUSINESS STUDIES- PAPER ONE

EXAMINER: S SINGH	MODERATOR: R NAIDOO	DURATION: 2 HOUR
NAME/SURNAME:	GRADE/DIV:	MARKS: 150

INSTRUCTIONS AND INFORMATION:

1. This paper consists of 8 printed pages
2. This question paper consists of **THREE** sections:
 - Section A: **COMPULSORY**
 - Section B: Consists of **THREE** questions. ANSWER any **TWO** questions
 - Section C: **ESSAY** question. Consists of **TWO** questions. ANSWER any **ONE** questions.
3. Use the special answer sheet for section A
4. Start each question on a new page
5. Tick (✓) the question that you have completed on the special answer sheet.
6. Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME
A COMPULSORY	1	30	20 MINS
	2	40	30 MINS
B ANSWER ANY TWO	3	40	30 MINS
	4	40	30 MINS
	5	40	40 MINS
C ANSWER ANY ONE	6	40	40 MINS

SECTION A: COMPULSORY

QUESTION ONE

- 1.1. CHOOSE THE CORRECT ANSWER FROM THE OPTIONS PROVIDED. ONLY WRITE THE CORRECT ALPHABET NEXT TO THE NUMBER, FOR EXAMPLE: 1.1.6. B**
- 1.1.1. This is the process of conceiving, pricing, promoting and distributing products for sale to consumers.
A) Human resources
B) Administrating
C) Marketing
D) Financing
- 1.1.2. When a rating/ label is given to products to show what quality they are, this is known as.....
A) Grading
B) Five star
C) Excellence
D) Standardisation
- 1.1.3. Issues relating to a group of individuals such as race, age, social/economic class is referred to as:
A) Recruitment
B) Communication
C) Psychographics
D) Demographics
- 1.1.4. An exclusive right granted to an inventor for a limited period of time.
A) Patent
B) Trademark
C) Symbol
D) Registration
- 1.1.5. _____ means that businesses in a sector buys goods/services from another sector or from businesses within the same sector.
A) Forward link
B) Backward link
C) Forward and backward link
D) Infinite link

(5×2=10)

P.T.O/ QUESTION 1.2.

1.2. SELECT THE CORRECT ANSWER FROM THE OPTIONS PROVIDED.

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- 1.2.1. The percentage of borrowed money that the borrower has to pay back to the commercial banks, is known as **(Repo Rate/ Interest Rate)**.
- 1.2.2. A **(merger/ take-over)** is when two or more companies combine to form a new company.
- 1.2.3. **(Storage/ distribution)** is the safe-keeping of products until they are sold.
- 1.2.4. **(Variation pricing/ premium pricing)** is when a business charges a high price for a unique product for which there is little competition.
- 1.2.5. The marketing of products over the internet or other electronic networks is called, **(E-Commerce/ E- marketing)**.

(5×2=10)

1.3. MATCH COLUMN A WITH COLUMN B. WRITE ONLY THE CORRECT ALPHABET FROM COLUMN B NEXT TO YOUR ANSWER. FOR EXAMPLE: 1.3.6. A

COLUMN A	COLUMN B
1.3.1. A legal barrier that restricts imports from that country.	A) Quality control policy
1.3.2. A written document that states what standards must be met by businesses.	B) Dumping
1.3.3. Costs that are linked to the actual production of the goods/services.	C) Market environment
1.3.4. Excess supplies of goods are sold in other countries at a much lower cost.	D) Embargo
1.3.5. Shortage of supply is a challenge, in this environment.	E) Secondary costs
	F) Exchange control
	G) Primary costs

(5×2=10)

P.T.O/ SECTION B

SECTION B

ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION

QUESTION TWO: BUSINESS ENVIRONMENTS

2.1. Identify which element of Porters Five Forces applies to each of the following statements below: (10)

- 2.1.1. Customers prefer fashionable sneakers to more expensive, formal shoes.
- 2.1.2. Due to an increase in petrol price, the supplier, Tracy Stores increased their prices.
- 2.1.3. Trinity Ltd wants to start an exclusive fashion boutique that sells exquisite garments.
- 2.1.4. The Chetty's bakery store created a new flavour of cupcakes that is selling more than the Govender's bakery.
- 2.1.5. Toy Zone attracts more customers than Toys R Us.

2.2. Complete the table on business sectors by filling in the missing aspects: (10)

SECTOR	DESCRIPTION	INDUSTRY	EXAMPLE OF BUSINESS
2.2.1.	Extracts raw materials from nature	2.2.2	Mondi Paper Mill
Secondary	2.2.3.	2.2.4	Toyota
Tertiary	2.2.5	Financial	2.2.6

2.3. Read the scenario below and answer the following questions

LUXURIOUS STAR HOTEL (LSH)

LSH is situated in the West Coast close to a number of popular tourist attractions. They employ 30 full time employees. Ten casual workers are employed during peak season to meet the demands of the hotel.

Recently the hotel is experiencing a decline in tourist bookings which resulted in the laying off, of some full-time staff. Crime in the area is also increasing. Some guest have been robbed in their hotel rooms. Regular customers are now staying at other accommodations, where there is tighter security and other services like conference facilities.

2.3.1. Classify LSH's challenges to the THREE business environment. Motivate your answer by quoting from the scenario. Draw the table below to present your answer. (9)

BUSINESS ENVIRONMENT	MOTIVATION

- 2.3.2. Discuss the impact of crime on a business. (6)
- 2.3.3. Recommend TWO ways a business can adapt to competition. (4)
- 2.3.4. Identify ONE challenge of the micro environment other than the one mentioned in the scenario. (1)

(40 MARKS)

QUESTION THREE: BUSINESS OPERATIONS

- 3.1. CHOOSE THE CORRECT WORD/ PHRASE FROM THE LIST BELOW: (4)

LOADING	MASS PRODUCTION	ROUTING	INTERMEDIARIES	QUALITY CONTROL
QUALITY ASSURANCE	BATCH PRODUCTION	CORRECTIVE ACTION		

- 3.1.1. The different businesses or individuals that help to move goods from the manufacturer to the retailer.
- 3.1.2. Planning which workstation will do which tasks.
- 3.1.3. Steps that are taken in order to solve a problem during or after the inspection process.
- 3.1.4. Planning the route that will be taken through the factory from one task to the next, in order for a product to be produced.

- 3.2. Read the scenario below and answer the following questions

Tim has just been appointed as the distribution manager for his company. He is confused about which distribution channel to use.

- 3.2.1. Tabulate the difference between direct and indirect distribution. (4)
- 3.2.2. Discuss the advantages of direct and indirect distribution. (8)
- 3.3. Explain the benefits of foreign marketing for a business. (6)

- 3.4. The following costs were calculated by the owner of JUST JAPS, a business manufacturing shoes:

Selling price per unit	R 800
Variable cost per unit	R 400
Fixed cost	R 20 000

- 3.4.1. Differentiate between fixed cost and variable cost. (4)
- 3.4.2. Calculate the total sales for the month if 500 pair of shoes were made. (3)
- 3.4.3. How many pairs of shoes must be sold in order for the business to break-even?
(Show all calculations) (5)

P.T.O/ QUESTION 3.5

3.5. Read the scenario below and answer the following questions

James is in charge of promoting the goods in his store. He is so good at his job, that he won the title of best salesperson for the month. One of the tactics he used when promoting, is offering free gifts.

3.5.1. Mention TWO other examples of sales promotion that James could use other than the one mentioned in the scenario. (2)

3.5.2. Recommend ways James can create publicity for his business. (4)

(40 MARKS)

QUESTION FOUR: MISCELLANEOUS

BUSINESS ENVIRONMENTS

4.1. Identify the PESTLE elements/components illustrated in each scenario below: (10)

4.1.1. The South African reserve bank decided to keep the repo rate unchanged.

4.1.2. The government introduced the affirmative action policy to address past imbalances.

4.1.3. Companies are implementing nature conservation programmes to reduce pollution.

4.1.4. Businesses are promoting online trading to reduce paperwork.

4.1.5. The introduction of the Consumer Protection Act eliminates consumer exploitation by businesses.

4.2. "When labour strikes occur, workers stop working and forfeit their pay to make an impact on their employers. Trade unions are responsible for this industrial action."

4.2.1. Define trade unions (2)

4.2.2. Recommend possible solutions to strikes. (4)

4.2.3. Discuss the negative impact of a strike on a business. (4)

BUSINESS OPERATIONS

4.3. Identify the type of pricing technique below: (8)

4.3.1. When prices are set above the break-even point in order to earn a profit.

4.3.2. This is when the cost price of a product and a percentage of that cost price are added together to arrive at the selling price.

4.3.3. Prices are set to achieve a specific profit for a specific volume of sales.

4.3.4. The amount of profit is added to the cost of manufacturing the product.

P.T.O/ QUESTION 4.4

4.4. Read the scenario below and answer the questions that follow:

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Mzizi received the award for the best designed product of the year in his company. He is asked to share some of his secrets of success with his team. Mzizi stated that he spends a lot of time identifying a need for a product before spending time on the design. He also added that testing the product in the marketplace is vital to ensure that money is not wasted on a design that customers do not prefer.

4.4.1. From the scenario, quote TWO steps of the product design process. Copy and complete the table below in your answer book. (6)

PRODUCT DESIGN STEP	QUOTE

4.5. Discuss Transportation as an essential element of marketing function. (6)

(40 MARKS)

SECTION C

ANSWER ANY ONE ESSAY FROM THIS SECTION

QUESTION FIVE: BUSINESS ENVIRONMENTS

Chris has been a pharmacist for 20 years. He wants to establish his own pharmacy in Durban. He is not familiar with the challenges of the macro environment for his new business.

Chris seeks your advice regarding the challenges mentioned in the scenario above. Include the following in your response:

- Identify and explain the challenges in the macro environment other than GLOBALISATION.
- Discuss the challenges of globalisation
- Differentiate between lobbying and networking
- Recommend the benefits of networking for a business

(40 MARKS)

QUESTION SIX: BUSINESS OPERATIONS

Carey is in charge of the production function in her store. She is stressed about her deadlines. She thinks she needs some training on her job.

In your response include the following:

- Identify the stages of production planning
- Identify and explain the THREE types of production systems, (namely MASS, BATCH AND JOB PRODUCTION)
- Evaluate the effectiveness of the three types of production systems. (ADVANTAGES AND DISADVANTAGES)
- Discuss the processes that should be followed when an employee is injured at work.

(40 MARKS)

ALL THE BEST!!!

QUESTION ONE

1.1. CHOOSE THE CORRECT ANSWER FROM THE OPTIONS PROVIDED. ONLY WRITE THE CORRECT ALPHABETH NEXT TO THE NUMBER, FOR EXAMPLE: 1.1.6. B

1.1.1. C ✓

1.1.2. A ✓

1.1.3. D ✓

1.1.4. A ✓

1.1.5. B ✓

(10)

1.2. SELECT THE CORRECT ANSWER FROM THE OPTIONS PROVIDED.

1.2.1. Interest rate ✓

1.2.2. Merger ✓

1.2.3. Storage ✓

(10)

1.2.4. Premium pricing ✓

1.2.5. E-marketing ✓

1.3. MATCH COLUMN A WITH COLUMN B. WRITE ONLY THE CORRECT ALPHABETH FROM COLUMN B NEXT TO YOUR ANSWER. FOR EXAMPLE: 1.3.6. A

1.3.1. D ✓

1.3.2. A ✓

1.3.3. E ✓

1.3.4. B ✓

1.3.5. C ✓

(10)

[TOTAL = 30 MARKS]

SECTION B

QUESTION TWO: BUSINESS ENVIRONMENTS

2.1.1. Power of buyers ✓

2.1.2. Power of suppliers ✓

2.1.3. Threat of a new entrant ✓

2.1.4. Threat of substitution ✓

2.1.5. Competitive rivalry ✓

(10)

2.2.

SECTOR	DESCRIPTION	INDUSTRY	EXAMPLE OF BUSINESS
2.2.1. PRIMARY SECTOR	Extracts raw materials from nature	2.2.2. FORESTRY ✓	Mondi Paper Mill
Secondary	2.2.3. MANUFACTURES OR PROCESSES RAW MATERIALS INTO FINISHED GOODS ✓	2.2.4. MANUFACTURING. ✓	Toyota
Tertiary	2.2.5. SELLS FINISHED GOODS TO CONSUMERS AND PROVIDES SERVICES. ✓	Financial	2.2.6. NEDBANK ✓

(10)

2.3.1.

BUSINESS ENVIRONMENT	MOTIVATION
MICRO ENVIRONMENT ✓	Recently the hotel is experiencing a decline in tourist bookings which resulted in the laying off some full-time staff. ✓
MARKET ENVIRONMENT ✓	Regular customers are now staying in other accommodations, whom are offering tighter security and other services like conference facilities. ✓
MACRO ENVIRONMENT ✓	Crime in the area is also increasing. Some guest have been robbed in their hotel rooms. ✓ (recent case)

(9)

2.3.2. Discuss the impact of crime on a business.

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- Both direct and indirect crime can reduce the morale of employees and management.
- Equipment, stock and end products may be stolen.
- Expenses will increase due to costs of security installation.
- Insurance premiums will increase.
- Customers will avoid shopping in high crime areas.
- Employees in a crime-filled community will become less productive, and customers will have less disposable income.

(6)

(Accept any other relevant answer)

2.3.3. Recommend TWO ways a business can adapt to competition.

- Be aware of competitors and their prices, influences and operations.
- Consider the potential impact of competitors raising or lowering prices and put strategies in place to ensure that they do not lose customers.

(4)

2.3.4. Identify ONE challenge of the micro environment other than the one mentioned in the scenario

- Lack of vision and mission
- Lack of managerial skills
- Unions, strikes, go-slows actions
- Increased departmentalisation
- Outdated goals
- Lack of task-specific skills

(1)

(40 MARKS)

QUESTION THREE: BUSINESS OPERATIONS

3.1. Choose the correct word/ phrase from the list below:

Max (4)

3.1.1. Intermediaries ✓

3.1.2. Loading ✓

3.1.3. Quality assurance ✓

3.1.4. Routing ✓

3.2.1. Tabulate the difference between direct and indirect distribution.

(4)

DIRECT	INDIRECT
When the manufacturer sells the product directly to the end user. (2)	When the manufacturer uses an intermediary to sell the product to the end user. (2)

3.2.2. Discuss the advantages of direct and indirect distribution.

(8)

DIRECT	INDIRECT
<ul style="list-style-type: none">• Better profit margins as more goods are sold.• Can demonstrate product so consumers will have better knowledge of the product sold.• Can ensure active selling as the manufacturer direct contact with the target market (2)	<ul style="list-style-type: none">• Reaches larger market through different media resources used.• Capital is available for promotion• Intermediaries specialising in customer service• Consumers benefiting from wider variety of goods• Time-saving as intermediaries understand how the market operates.• Large order placed by intermediaries make production less risky for the manufacturer.• Information available on customers. (2)

3.3. Explain the benefits of foreign marketing for a business.

Max (6)

- It can reach a larger target market
- It can increase market share, as there are possibilities for international business relationships.
- It can increase profits, as products can be advertised and obtained all year round to people in international countries.
- It can mean that downswings in the domestic economy have less of an impact on the business
- There can be tax advantages for exporters
- The business may be able to take advantages of better transport and communication systems
- The business may be able to use climate differences to its advantages.

3.4.1. Differentiate between fixed cost and variable cost.

(4)

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FIXED COSTS	VARIABLE COSTS
Costs that remain the same every month and have no direct relationship to the number of units produced.	Costs that change according to how much is produced.

3.4.2. Calculate the total sales for the month if 500 pair of shoes were made.

(3)

$$R\ 800 \times 500 = R\ 400\ 000$$

3.4.3. How many units must be sold in order for the business to break-even?

(5)

$$20\ 000 / 800 - 400 = 50 \text{ pairs of shoes}$$

OR

$$20\ 000 / 400 = 50 \text{ pairs of shoes}$$

5.1. Mention TWO examples of sales promotion that James could use other than the one mentioned in the scenario.

(2)

- Happy hours
- Coupons
- Point-of purchase displays
- Loyalty schemes

(any 2)

3.5.2. Recommend ways James can create publicity for his business.

MARK (4)

- Issuing a newsworthy report or prediction that would grab the attention of the public.
- Creating and presenting an award that would make the business famous in the eyes of the public.
- Sponsoring an event, as this would show the public that the business is taking a responsibility to the community.

(40 MARKS)

QUESTION FOUR: MISCELLANEOUS

BUSINESS ENVIRONMENTS

4.1.1. Economic

4.1.2. Political

4.1.3. Environmental

4.1.4. Technological

4.1.5. Legal

4.2.1. Define trade unions

- An organisation of employees that is controlled, paid for and run by employees to support and represent them. (2)

4.2.2. Recommend possible solutions to strikes.

- Ensure ongoing, clear and effective communication to prevent strike action.
- Consider retrenchment of staff as an option to reduce costs. (4)

Accept any other relevant answer

4.2.3. Discuss the negative impact of a strike on a business

- Strikes can cause a decrease in productivity.
- Cost of subsequent negotiations create another expenses. (Accept any other relevant response)

BUSINESS OPERATIONS

4.3.1. Break-even pricing

4.3.2. mark-up pricing

4.3.3. Target pricing

4.3.4. Cost-plus pricing (8)

4.4.1. From the scenario, quote TWO steps of the product design process. Copy and complete the table below in your answer book. (6)

PRODUCT DESIGN STEP	QUOTE
Identify a need for a product	Mzizi stated that he spends a lot of time identifying a need for a product before spending time on the design.
Test the product	He also added that testing the product in the marketplace is vital to ensure that money is not wasted on a design that customers do not prefer.

4.5. Discuss Transportation as an essential element of marketing function. (6)

- It is important to consider the time that transporting goods will take and the conditions the goods will have to endure, especially for perishable goods.
- The weight of the item will influence the price and the kind of transportation that is chosen.
- The availability and the price of transportation will have an impact on the final price of the good.

SECTION C

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ANSWER ANY ONE ESSAY FROM THIS SECTION

QUESTION FIVE: BUSINESS ENVIRONMENTS

INTRODUCTION

Starting a business is not always as easy as it may seem. There is a lot to plan and in order for your business to be a success.

MAX 2

1. IDENTIFY AND EXPLAIN THE CHALLENGES IN THE MACRO ENVIRONMENT.

CHALLENGE	EXPLANATION
CHANGES IN INCOME LEVELS	<ul style="list-style-type: none">• Any change in the income level is of great importance to the marketing management team.• If consumers have more money to spend, there will be demand for goods and services.• If a consumer's salary/wage is reduced, they will have little or no money to spend. <p>MAX 4</p>
POLITICAL CHANGES	<ul style="list-style-type: none">• Businesses must ensure that they are aware of and compliant with the government policies and regulations.• Compliance with BEE will put the business in a better position in order to apply for government tender.• In order to adapt to these changes, businesses need to be aware of the impact and the consequences of these changes. <p>MAX 4</p>
CONTEMPORARY LEGAL LEGISLATION	<ul style="list-style-type: none">• Legislation is the laws and regulations set down by government that a business must adhere to.• It is the responsibility of the business to study and understand all the developments in legislation, to determine their influence

	<p>on the profitability and survival of the business.</p> <p>MAX4</p>
LABOUR RESTRICTIONS	<ul style="list-style-type: none"> • Employment protection legislation addresses the collective rights of employees and protects individual employees in a number of ways. <p>MAX 4</p>
MICRO-LENDING	<ul style="list-style-type: none"> • People who do not have access to loans from commercial banks, borrow money from micro lenders. <p>MAX 4</p>

2. DISCUSS THE CHALLENGES OF GLOBALISATION

- A level of competition that disadvantages some developing countries.
- Countries taking loans that they struggle to pay back.
- Strong nations advancing their interest at the cost of weaker nations.
- Foreign investors taking advantages of exchange rates at the cost of locals.
- Financial crisis spreading of dangerous diseases.
- The spread of invasive alien plants and animals.

MAX 10

3. DIFFERENTIATE BETWEEN LOBBYING AND NETWORKING.

LOBBYING	NETWORKING
<p>A process where a business intentionally send out a representative to influence high-level decision makers.</p> <p>MAX 2</p>	<p>A process by which individuals or groups exchange information with other influential people or groups in order to achieve some benefit.</p> <p>MAX 2</p>

4. RECOMMEND THE BENEFITS OF NETWORKING FOR A BUSINESS

- Networking can influence customer behaviour.
- Businesses can become aware of their competition
- Businesses are easily able to create product awareness and market for new products.
- They are able to gain ideas from other people and find new customers
- By networking businesses can try to predict how inflation will affect the business and what precautions to take.

MAX 8

CONCLUSION

Every entrepreneur must scan the environments thoroughly before starting a business venture. The success of a business will rely heavily on how you can overcome challenges.

MAX2

MARK ALLOCATION

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Introduction	2
1. Challenges of macro environment	24
2. Challenges of globalisation	10
3. Difference between lobbying and networking	4
4. Benefits of networking	8
Conclusion	2
Analysis	2
Layout	2
Synthesis	2
Originality	2
TOTAL	40

QUESTION SIX: BUSINESS OPERATIONS

INTRODUCTION

Producing goods requires a lot of precision. If goods are not produced according to specifications, it could lead to decline in demands. MAX 2

BODY

1. IDENTIFY THE STAGES OF PRODUCTION PLANNING

- Decide on the final product
 - Break down the manufacturing stages of the final product
 - Specify the quality of raw materials and intermediate goods.
 - Decide on the sequence of the production stages.
 - Decide on a production system.
 - Decide on a control mechanism
 - Analyse production reports and give feedback
- MAX 7

2. DIFFERENTIATE BETWEEN THE THREE TYPES OF PRODUCTION SYSTEMS.

MASS PRODUCTION	BATCH PRODUCTION	JOB PRODUCTION
Uses specialised machinery to create large volumes of identical products. MAX 3	Produces goods in batches of limited quantities. All the items in a batch are identical, but there are differences between batches. MAX 3	Produces individual items according to the specific requirements and specifications of a particular client. MAX 3

3. EVALUATE THE EFFECTIVENESS OF THE THREE TYPES OF PRODUCTION SYSTEMS.

	ADVANTAGES	DISADVANTAGES
MASS PRODUCTION	<ul style="list-style-type: none">• Larger volumes of goods produced at one time.• Faster production can be done as goods are produced in bulk.• Cheaper production costs as the same specifications are used on all the items.• Items cost less per unit because the unit cost of the product is	<ul style="list-style-type: none">• Start-up capital is required to buy expensive machinery• Machinery is expensive to maintain and replace• Small variety of goods as every product produced is identical.• Inflexible process, and innovative ideas and changes are difficult to implement.

cheaper and therefore the final price of the product can be reduced, and it is easier to determine the profit margin.

- Greater control as the process involves machines with skilled operators that are well trained.
- Standardised quality as each product is running along the same process of the machines.
- High division of labour since each person is trained to do a specific job and specialises in that job.
- Skilled operators specialise in using certain machines will ensure efficiency.
- Optimal use of people and machines
- Less raw materials is stored as it is easier to product quantities needed. **MAX 5**

- Breakdown of one machine can stop entire production process
- Repetitive process causes boredom in workers.

MAX 5

BATCH PRODUCTION

- Similar products can be produced in large quantities

- Higher cost per unit than mass production.

	<ul style="list-style-type: none"> • The production process is flexible and can be adapted to the requirements of the buyer. • Fewer delays that are due to machinery breakdowns. • Machinery is not as expensive as mass production and do not need such skilled operators. • Quantities can be changed easily which reduces wastage. • Batch production can make use of less skilled labour. <p style="text-align: center;">MAX6</p>	<ul style="list-style-type: none"> • Requires storage of larger quantities of raw materials • Longer production process as there could be time delays in waiting for one batch to finish before the next one can get started. • The goods and services do not always meet the exact specifications of the customers. <p style="text-align: center;">MAX 6</p>
JOB PRODUCTION	<ul style="list-style-type: none"> • Workers are highly skilled which adds to the quality of the product. • Excellent quality as each product is made to its own specifications. • Easy to control as a group of workers are only focusing on a 	<ul style="list-style-type: none"> • Requires highly specialised skilled employees who are very creative. • High cost per item produced as raw materials are costly and cannot be bought in bulk.

	<p>specific requirement of a customer.</p> <ul style="list-style-type: none">• No delay between finishing one product and starting another.• Set up costs are not as expensive and large machines are not needed.• Company is able to charge higher price for the products because they are customised. <p>MAX 4</p>	<ul style="list-style-type: none">• Employees are very skilled and require large salaries.• Each product takes a lot of time to make. <p>MAX 4</p>
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4. DISCUSS THE PROCESSES THAT SHOULD BE FOLLOWED WHEN AN EMPLOYEE IS INJURED AT WORK.

- The injured employee needs to report the incident to the health and safety representative on the premises.
- Then the representative will compile a report on the incident and investigate the circumstances.
- If it is the fault of the employer, the injured person can claim compensation from the workers compensation fund.

MAX 6

CONCLUSION

Producing efficient goods will result in a firm's success. This can only happen if the proper production planning is done.

MAX 2

MARK ALLOCATION

Introduction	2
1. Stages of production planning	7
2. Difference between three production systems	9
3. Effectiveness of production systems	30
4. Process to follow if a worker is injured	6
Conclusion	2
Analysis	2
Layout	2
Synthesis	2
Originality	2
TOTAL	40