

BUSINESS STUDIES

LEARNER REVISION FOR THE FINAL EXAM

OPERATIONS



2019



**Western Cape
Government**

BUSINESS OPERATIONS (HUMAN RESOURCES)

1. The management of Overberg Traders recently appointed Shaun as their marketing manager. The business is supposed to orientate and place Shaun accordingly. Shaun expects Overberg Traders to develop his managerial skills.

As a HR consultant, give a detailed report on the following human resources activities:

- Explain the meaning of induction
- Discuss the purpose of induction and state FIVE aspects that should be included in an induction programme.
- Advise Overberg Traders on the placement procedure they should follow.
- Discuss the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function.
- Recommend FOUR aspects that must be included in Shaun's employment contract.

- 1.1. Write an **INTRODUCTION** to the report

- 1.2. Explain the meaning of **INDUCTION**

- 1.3. Discuss the **PURPOSE** of induction

- 1.4. State FIVE aspects that should be included in an **INDUCTION PROGRAMME**.

1.4.1. _____

1.4.2. _____

1.4.3. _____

1.4.4. _____

1.4.5. _____

1.5. Advise Overberg Traders on the placement **PROCEDURE** they should follow

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1.6. Discuss the **IMPLICATIONS** of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function.

POSITIVE IMPACT	NEGATIVE IMPACT
1.	1.
2.	2.
3.	3.

1.7. Recommend FOUR aspects that must be included in Shaun's **EMPLOYMENT CONTRACT**.

1.7.1. _____

1.7.2. _____

1.7.3. _____

1.7.4. _____

1.8. Write a **CONCLUSION** to the report

1.9. Can you provide TWO facts that are **ORIGINAL** and relevant to one of the sub-topics?

2. Human resources managers invest a lot of time, effort and funds to recruit and select the best employees. They realise that their goals and objectives can only be achieved by employing skilled and qualified employees. They are also mindful of the fact that their recruitment policies need to comply with the Employment Equity Act (EEA), 1998 (Act 55 of 1998).

Provide a detailed account of the following human resources aspects:

- Tabulate the differences between job description and job specification
- Explain the meaning of recruitment.
- Analyse the impact of external recruitment on businesses.
- Discuss the role of the interviewer and the interviewee during the interview.
- Suggest ways in which the human resources function could comply with the EEA.

2.1. Write an **INTRODUCTION** to the essay

2.2. Tabulate the differences between job **DESCRIPTION** and job **SPECIFICATION**

JOB DESCRIPTION	JOB SPECIFICATION
1.	1.
2.	2.
3.	3.

2.3. Explain the meaning of **RECRUITMENT**

2.4. Analyse the impact of **EXTERNAL** recruitment on businesses

POSITIVE IMPACT	NEGATIVE IMPACT
1.	1.
2.	2.
3.	3.

2.5. Discuss the **ROLE** of the interviewer and the interviewee during the interview

INTERVIEWER	INTERVIEWEE
1.	1.
2.	2.
3.	3.

2.6. Suggest ways in which the human resources function could **COMPLY** with the EEA

2.7. Write a **CONCLUSION** to the essay

2.8. Can you provide TWO facts that are **ORIGINAL** and relevant to one of the sub-topics?

BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

3. Metro Construction specialises in building houses and constructing roads. Their management is concerned about the quality of performance in certain areas of the business.

You are an expert in the management of total quality and performance in the workplace.

Write a report to the management of Metro Construction and discuss how the quality of performance within the following business functions can contribute to the success or failure of their business:

- Production
- Marketing
- Purchasing
- General management
- Financial
- Explain the benefits MC will gain by implementing a good quality management system.

3.1. Write an **INTRODUCTION** to the essay.

3.2. Business functions' contribution to the **SUCCESS** or **FAILURE** of MC.

BUSINESS FUNCTION	SUCCESS	FAILURE
PRODUCTION	1.	1.
	2.	2.
MARKETING	1.	1.
	2.	2.
PURCHASING	1.	1.
	2.	2.

BUSINESS FUNCTION	SUCCESS	FAILURE
GENERAL MANAGEMENT	1.	1.
	2.	2.
FINANCIAL	1.	1.
	2.	2.

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3.3. Explain the **BENEFITS** MC will gain by implementing a **GOOD** quality management system.

3.4. Write a **CONCLUSION** to the essay.

3.5. Can you provide TWO facts that are **ORIGINAL** and relevant to one of the sub-topics?

4. Grand Cellular Ltd is a large company selling cell phones, iPhones, tablets and printers to the public and businesses. The company believes that Total Quality Management (TQM) is important to get things right 'the first time, every time'.

Keep the scenario on Grand Cellular Ltd in mind and write an essay on TQM, covering the following aspects:

- Discuss the impact of the following elements of Total Quality Management (TQM) on Grand Cellular Ltd as a large business:
 - Total client/customer satisfaction
 - Continuous improvement of systems and processes
 - Continuous skills development/education and training
- Apply the PDCA model/cycle in order to improve the quality of their products
- Explain the impact on GC if TQM is poorly implemented

4.1. Write an **INTRODUCTION** to the essay.

4.2. Impact of TQM elements on a **LARGE** business

TQM ELEMENTS	POSITIVES	NEGATIVES
TOTAL CLIENT / CUSTOMER SATISFACTION	1.	1.
	2.	2.
CONTINUOUS IMPROVEMENT OF SYSTEMS AND PROCESSES	1.	1.
	2.	2.
CONTINUOUS SKILLS DEVELOPMENT / EDUCATION AND TRAINING	1.	1.
	2.	2.

4.3. Apply the **PDCA MODEL/CYCLE** in order to improve the quality of their products

PDCA MODEL/CYCLE		APPLICATION
P		
D		
C		
A		

4.4. Explain the impact on GC if TQM is **POORLY** implemented.

4.5. Write a **CONCLUSION** to the essay

4.6. Can you provide TWO facts that are **ORIGINAL** and relevant to one of the sub-topics?

5. Southside Ltd (SS) lost customers due to the poor quality of their products. Their management does not know how to implement total quality management (TQM) to ensure the continuous provision of quality products and services to their customers.

Consider the statement above and provide a detailed account on the following aspects:

- Elaborate on the meaning of quality assurance.
- Discuss the benefits of a good quality management system.
- Distinguish between quality management and quality performance.
- Advise businesses on how TQM could impact on the reduction of the cost of quality.

5.1. Write an **INTRODUCTION** to the essay.

5.2. Elaborate on the meaning of **QUALITY ASSURANCE**.

5.3. Discuss the **BENEFITS** of a good quality management system.

5.4. Distinguish between quality management and quality performance.

QUALITY MANAGEMENT	QUALITY PERFORMANCE
1.	1.
2.	2.
3.	3.

5.5. Advise businesses on how TQM could impact on the **REDUCTION** of the cost of quality.

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5.6. Write a **CONCLUSION** to the essay

5.7. Can you provide TWO facts that are **ORIGINAL** and relevant to one of the sub-topics?

BUSINESS OPERATIONS (HUMAN RESOURCE & QUALITY OF PERFORMANCE)

6. Scon Manufacturing Ltd (SML) is a large business specialising in the manufacturing of sport clothes. Retailers are not happy with the quality of SML's products. The management of SML wants to recruit and appoint a production manager to monitor and evaluate their quality processes.

Provide a detailed report on the following aspects:

- Discuss the recruitment procedure that SML should follow to fill the vacancy.
- Explain the meaning of recruitment
- Advise SML on the benefits of inducting the production manager.
- Elaborate on the advantages of monitoring and evaluating SML's quality processes as a TQM element.
- Recommend ways in which the general manager of SML can contribute to the quality of performance of the business.

Now attempt to do this question on your own, complete with introduction, a body and a conclusion. Don't forget to write something original and relevant about this topic or subtopics within the question.

BUSINESS OPERATIONS (HUMAN RESOURCE)

7. Study the following content to create an ACRONYM that will assist you in studying.
- 7.1. The **MEANING OF INDUCTION**: New employees should be familiarised with their new physical work environment/organisational culture/products and services. Employees should be informed about the processes/procedures of the business. They should have a basic knowledge of what is expected in the job. /Understand his role and responsibilities in his new job. Ensure that employees are well conversant with the business safety regulations and rules.

LETTER	SHORT SENTENCE IN YOUR OWN WORDS

- 7.2. The **MEANING OF PLACEMENT**: Selected candidates are placed where they will function optimally and add value to the business. A specific job is assigned to the selected candidate. The qualifications/skills/personality of the selected candidate is matched with the requirements of the job.





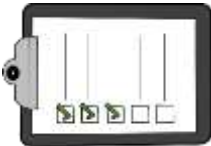

LETTER	SHORT SENTENCE IN YOUR OWN WORDS

BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

8. [Downloaded from Stannorphysics.com](http://Stannorphysics.com) Creating an **IMAGE MAP** to remember chunks of content! Study the following example:

QUALITY CONTROL	QUALITY ASSURANCE
<ul style="list-style-type: none"> • Inspection of the final product to ensure that it meets the required standards 	<ul style="list-style-type: none"> • Carried out during and after the production process to ensure that required standards have been met at every stage of the process
<ul style="list-style-type: none"> • Includes setting targets/measuring performance and taking corrective measures 	<ul style="list-style-type: none"> • Ensures that every process is aimed at getting the product right the first time and prevents mistakes from happening again.
<ul style="list-style-type: none"> • Checking raw materials/employees/machinery/workmanship/products to ensure that high standards are maintained 	<ul style="list-style-type: none"> • The 'building in' of quality as opposed to 'checking for' quality

- STEP 1: **RE-WRITE** the content into your **OWN WORDS**.
- STEP 2: Draw a **SINGLE IMAGE** to which you can relate the content.

QUALITY CONTROL		QUALITY ASSURANCE	
	<p>INSPECT the final product to SEE if it is of a good standard.</p>		<p>Done BEFORE & AFTER production to ensure = standards are met at each production stage.</p>
	<p>Includes (1) Set TARGETS, (2) measure performance of workers + (3) steps to correct mistakes.</p>		<p>Getting the product right the first time and PREVENTS MISTAKES from happening again</p>
	<p>CHECK (1) materials + (2) workers + (3) machines to ensure = quality products</p>		<p>'BUILDING in' VS 'CHECKING for' quality</p>

- STEP 3: **COMBINE** all the images to create **ONE LARGER PICTURE** that you can remember:



- STEP 4: **WRITE / TELL** a short **STORY** to remember the image you just created.

The smart WORM (before) wears READING GLASSES (inspect & see) and TARGET with 3 ARROWS (target & 1,2,3) on his head. The worm is leaving the SCHOOL WITH A CLOCK (building & checking) and he wrote a TEST (crossed fingers). His teacher (BUTTERFLY) is checking (CLIP BOARD + 3 TICKS) his test.

8.1. Apply STEPS 1-4 to the following content:

QUALITY MANAGEMENT	QUALITY PERFORMANCE
<ul style="list-style-type: none"> Techniques/tools used to design/improve the quality of a product 	<ul style="list-style-type: none"> Total performance of each department measured against the specified standards
<ul style="list-style-type: none"> Can be used for accountability within each of the business functions 	<ul style="list-style-type: none"> Can be obtained if all departments work together towards the same quality standards
<ul style="list-style-type: none"> Aims to ensure that the quality of goods/ services focuses on the means to achieve consistency 	<ul style="list-style-type: none"> Quality is measured through physical product/statistical output of processes/ surveys of the users and/or buyers of goods/services

• STEP 1 & 2

QUALITY MANAGEMENT		QUALITY PERFORMANCE	

• STEP 3

• STEP 4:

8.2. Use the study techniques in 7.1 & 8.1 to memorize the following content:

IMPORTANCE OF QUALITY CIRCLES IN TQM

1. Solve problems related to quality and implement improvements.
2. Investigate problems and suggest solutions to management.
3. Ensure that there is no duplication of activities/tasks in the workplace.
4. Make suggestions for improving systems and processes in the workplace.
5. Monitor/Reinforce strategies to improve the smooth running of business operations.
6. Reduce costs of redundancy in the long run.
7. Increase employees' morale/motivation.
8. Quality circles discuss ways of improving the quality of work/workmanship.
9. Contribute towards the improvement and development of the organisation.
10. Reduce costs/wasteful efforts in the long run.