



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**



GRADE 10

**31 MAY EXAMS
2024
BUSINESS STUDIES
Stanmorephysics.com
PAPER1**

MARKS: 100

TIME: 2 HRS

This question paper consists of 7 pages

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections,

SECTION A: COMPULSORY

SECTION B: Consists of questions.

Answer any TWO of the three questions in this section.

SECTION C: Consists of TWO questions.

Answer any ONE of the four questions in this section.

2. Read the instructions for each question carefully and take particular note of what is required.
3. Number the answers carefully according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
4. Except where other instructions are given, answers must be written in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Use the table below as guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME
A: Objective-type questions COMPULSORY	1	20	15 minutes
B: THREE direct/indirect-type questions CHOICE (Answer any TWO.)	2	20	15 minutes
	3	20	15 minutes
	4	20	15 minutes
C: TWO essay-type questions CHOICE (Answer any ONE.)	5	40	30 minutes
	6	40	30 minutes
TOTAL		100	120 minutes

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.
8. You may use a non-programmable calculator.
9. Write neatly and legibly.

SECTION A (COMPULSORY)

QUESTION 1

- 1.1. Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK, for the example 1.1.6 D.

1.1.1 The four basic management tasks are

- A Marketing, leading, organizing, controlling
- B Hiring, firing, selling, purchasing
- C Planning, organizing, leading, controlling
- D Motivating, demonstrating, controlling delegating

1.1.2 are people who have unlimited wants and needs to be satisfied

- A Suppliers
- B Competitors
- C Manufactures
- C Consumers

1.1.3 An environment that includes local authorities, regional, and central government is

- A Global environment
- B Legal environment
- C Institutional environment
- D Technological environment

1.1.4is the ability of the product or services to satisfy a specific need

- A Quality
- B Quantity
- C Quality assurance
- D Quality control

1.1.5 Payment where money is exchanged when goods or service is received is called

- A Installment
- B Cash
- C Credit
- D Cash with order

(5x2) (10)



- 1.2 Complete the following statements by using the word (s)/abbreviation in the list below. Write only the word(s) /abbreviations next to the question number (1.2.1-1.2.5) in the ANSWER BOOK

Production, CPA, Own capital, Tertiary sector, Borrowed capital, Intermediaries, NCA, Purchasing, Secondary sector, CBO

- 1.2.1 transports goods from the firm to consumers.
- 1.2.2 Agents or brokers, which facilitate the transfer of goods and services are called
- 1.2.3 The function that is responsible for processing raw materials into semi/finished goods is
- 1.2.4promote and advance the social and economic welfare of consumers.
- 1.2.5 is obtained from financial institution and in exchange for interest (5X2) (10)

TOTAL SECTION A [20]

SECTION B

Answer any TWO IN THIS SECTION

NOTE Clearly indicate the **QUESTION NUMBER** of each question that you choose.

QUESTION2: BUSINESS ENVIRONMNT

2.1 Elaborate on the meaning of market environment. (2)

2.2 Outline the THREE components of macro -environment. (3)

2.3 Read the scenario below and answer the question that follow



MPHO CANNED FOON(MCF)

Mpho Canned Food (MCF) is a factory that manufactures canned fruit and vegetables in South Africa in the Eastern Cape region. Several rainfalls damaged agricultural products in the region. Solly Farmers also delayed to deliver fruit and vegetables to MCF. The business is negatively affected by the high rate of employees' absenteeism on rainy days.

2.3.1 Name the sector in which MCF operated. Motivate your answer by quoting from the scenario. (3)

2.3.2 Identify THREE challenges which are faced by MCF and classify each according to THREE business environments.

Use the table below as a GUIDE to answer the QUESTION 2.3.3

CHALLENGE	BUSINESS ENVIROMNENT

2.4 Briefly explain the reason why the following components pose a challenge to the businesses: (6)

- Technological environment
- Economic environment
- Legal and political environment (6)

[20]

QUESTION 3 BUSINESS OPERATIONS

- 3.1 Outline the differences between management and leadership (6)
- 3.2 Discuss the implication the National Consumer Protection Act (NCPA) on the marketing function. (6)
- 3.3 Advise business on the importance of public relations (4)
- 3.4 Explain the importance of the financial function. (4)
- [20]

QUESTION 4 MISCELENIUS TOPICS BUSINESS ENVIRONMENTS

- 4.1 Outline any FOUR components of market environment (4)
- 4.2 Distinguish between primary sector and secondary sector. (8)

BUSINESS OPERATIONS

- 4.3 Outline two management tasks (2)
- 4.4 Read the scenario below and answer the question that follows

TAMMY CASH AND CARRY(TCC)

Tammy is the CEO of the business instructed Saya to be responsible for departments within the business. Thandi was given a task to carry out instruction mad by Saya.

- 4.4.1 Identify the level of management represent by Tammy, Thandi and Saya. Motivate your answer by quoting from the scenario (6)

Use the table below as a guide to answer QUESTION 4.3.1

LEVEL OF MANEGEMENT	MOTIVATION
1.	
2.	

[20]

TOTAL SECTION B [40]

SECTION C

Answer any ONE question in this section

QUESTION 5 (BUSINESS ENVIRONMENT)

The success of a business is influenced by clear vision and mission statements. Businesses must be able to identify the components of the micro-environment. They should also ensure that their organizational culture enable business to achieve objectives. Business must know the inter-relationship between the micro, market and macro environment.

Write an essay on the business environment in which you include the following aspect:

- Elaborate on the meaning of the micro- environment
- Describe the following components of the micro -environment
 - Mission statement
 - Objectives
 - Vision
- Discuss the purposes of the organisational culture
- Advise businesses on the relationship between the micro, market and macro environments. (40)

QUESTION 6 BUSINESS OPERATIONS

Business implement quality control and quality assurance in order to produce quality products. Some believe that there must be a correlation between management and the success of the business others that the general management function and financial function play an important role in improving the quality of products.

Write an essay on quality in which you include the following aspect;

- Outline the differences between quality control and quality assurance
- Explain the important of quality for business
- Discuss the correlation between management and the success of the business.
- Suggest quality indicators of the following business function:
 - General management function
 - Financial function

[40]

TOTAL SECTION C 40
TOTAL 200



GRADE 10

JUNE 2024

BUSINESS STUDIES

MARKING GUIDELINES

MARKS


: 100

TIME

: 2HRS

This marking guidelines consists of 22 Pages

NOTES TO MARKERS

- 
1. Candidates' responses for SECTIONS B and C must be in full sentences; however this would depend on the nature of the question.
 2. A comprehensive memorandum has been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct but:
 - Uses a different expression from that which appears in the memorandum
 - Comes from another source
 - Original
 - A different approach is used

NOTE: SECTION A:

- There are no alternative answers.
 - Each question has only one correct answer.
3. Take note of other relevant answers provided by candidates and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.)
 4. The word 'sub-max' is used to facilitate the allocation of marks within a question or sub-question.
 5. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts.
 6. In an indirect question, the theory as well as the response must be relevant and related to the question.
 7. **Incorrect numbering of questions or sub-questions will be SEVERELY PENALISED. This is applicable to all the sections of the paper.**

8. No additional credit must be given for repetition of facts. Indicate with an R.
9. Subtotals to questions must be written in the right-hand margin. Circle the subtotals as indicated by the allocation of marks. This must be guided by 'max' in memo. Only the total for each question should appear in the left-hand margin next to the appropriate question number.

10 SECTION B

- 10.1 If, for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion or use the word 'Cancel'.

NOTE: This only applies to questions where the number of facts is specified.

- 10.2 If two facts are written in one sentence, award the candidate FULL credit. Point 10.1 above still applies.
- 10.3 If candidates are required to provide their own examples/views, brainstorm this to come up with alternative answers.

10.4 USE OF THE COGNITIVE VERB AND ALLOCATION OF MARKS

- 10.4.1 Where the number of facts are specified questions that require candidates to 'explain/discuss/ describe' will be marked as follows:
- Heading 2 marks
 - Explanation 1 mark (or as indicated in the memorandum).
- The 'heading' and 'explanation' are given separately to facilitate mark allocation.
- 10.4.2 If the number of facts is not specified, the candidate must be informed by the nature of the question and the maximum marks allocated.
- 10.5 **ONE mark will be awarded for answers that are easy to recall, requires one-word answers, or is quoted directly from**

scenario/case study. This applies to **SECTIONS B and C** in particular.

11. SECTION C

11.1 The breakdown of the mark allocation for the essays is as follows:

Introduction	Maximum: 32
Content	
Conclusion	
Insight	8
TOTAL	40

11.2 Insight consists of the following components:

Layout/Structure:	(Is there an introduction, body, proper paragraphs and a conclusion?)	2
Analysis and interpretation:	(Learners' ability to break down the question/interpret it correctly to show understanding of what is being asked.)	2
Synthesis:	<p>Are there relevant decisions/facts/responses made based on the questions?</p> <p>Marks to be allocated using this guide:</p> <p>No relevant facts: 0 (Two '-S')</p> <p>Some relevant facts: 1 (One '-S')</p> <p>Only relevant facts: 2 (Zero/No '-S')</p> <p>NB: 1. If there are no '-S' indicated, award the maximum TWO (2) marks.</p> <p>2. Where a candidate answers less than 50% of the Question with relevant facts, no –S appears in the Left margin, award a maximum of ONE (1) mark</p>	
Originality:	(Examples, recency of information, current trends and developments.)	2
TOTAL FOR INSIGHT:		8
TOTAL MARKS FOR FACTS:		32
TOTAL MARKS FOR ESSAY (8 + 32)		40




NOTE:

1. No marks will be awarded for contents repeated from the introduction and conclusion.
2. The candidate forfeits marks for layout if the words **INTRODUCTION** and **CONCLUSION** are not stated.
3. No marks will be allocated for layout, if the headings 'Introduction, Conclusion,' etc. in 'Insight' is not supported by an explanation.
4. With the effect from November 2017 a candidate will be awarded a maximum of **ONE (1)** mark for headings/subheadings and **ONE (1)** mark for interpretation (16 or more out of 32 marks). This applies specifically to the analysis and interpretation part of insight.



- 11.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, S and/or O').
- 11.4 The components of insight are indicated at the end of the suggested answer for each question.
- 11.5 Mark all the relevant facts until the **MAXIMUM** mark in a subsection has been attained. Write **MAX** after maximum marks have been obtained.
- 11.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follow: (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.

CONTENT	MARKS
Facts	32 (max.)
L	2
A	2
S	2
O	2
TOTAL	40

- 
- 11.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember headings and sub-headings are encouraged and contribute to insight (structuring/logical flow/sequencing) and indicate clarity of thought.
(See MARKS BREAKDOWN at the end of each question.)
- 11.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.
- 11.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation/subheadings as indicated in the memorandum.
- 11.10 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
- 11.11 With the effect from November 2017, the maximum of TWO (2) marks for facts shown as heading in the memo, will not necessarily apply to each question.
This would also depend on the nature of the question.

SECTION A

QUESTION 1

1.1

1.1.1 C ✓✓

1.1.2 D ✓✓

1.1.3 C ✓✓

1.1.4 A ✓✓

1.1.5 B ✓✓



(2x5=10)

1.2

1.2.1 Tertiary ✓✓

1.2.2 Intermediaries ✓✓

1.2.3 Production ✓✓

1.2.4 CPA ✓✓

1.2.5 Borrowed capital ✓✓


(2x5=10)

TOTAL SECTION A (20)

SECTION B

QUESTION 2 BUSINESS ENVIRONMENT

2.1 The meaning of market

- 
- Market environment consist outside the business, ✓ this means that it is external control to the business. ✓
 - Challenge and influence outside ✓ the business. ✓
 - Includes all forces /stakeholders that have a direct effect ✓ on the functioning on the business. ✓
 - Business have a little control or no control ✓ over the environment. ✓
 - All elements that determine the reasons ✓ for that existence of a business ✓
- (2)

2.2 Components of macro environment

- 
- Physical environment ✓
 - Political environment ✓
 - Economic environment ✓
 - Institutional environment
 - Social environment ✓
 - International/Global environment ✓
 - Technological environment ✓
 - Legal environment ✓
- Mark the first THREE
- (3)

2.3 .1 Secondary sector ✓✓

Motivation

Teddy Bricks specialize in the manufacturing of bricks. ✓

2.3.2 Business environment and their challenges

CHALLENGE	BUSINESS ENVIRONMENT
1.TBW's employees are regularly absent from work. ✓	Micro ✓
2. One of the suppliers is Sand &Stone, which is sometimes out of stock. ✓	Markert ✓

3. The business recently obtained a loan from Cash Bank at a high interest rate. ✓	Macro ✓
Max (3)	Max (3)

2.4 Challenges posed by technological environments

- Many businesses may not be able to succeed ✓ without internet connectivity. ✓
- The availability of online shopping decreases the demand for some products ✓ from conventional street stores /services business operation operations. ✓
- Any other relevant answer related to how technological environment pose a challenge to business.

Challenges posed by economic environment

- Economic changes affect business, if the rand becomes weaker, ✓ business are more likely to be able to export product successfully. ✓
- If interest rates increase, ✓ it means the business will be more monthly instalments to the bank for the loan taken. ✓
- A high inflation will mean that consumers will have less money ✓ to spend on good/services. ✓
- If taxation goes up, ✓ and people will be less money to spend on buying goods and services. ✓
- If exchange rates influence trade international trade ✓ as it becomes expensive to buy raw materials and machinery from overseas ✓
- Any other relevant answer related to how economical environment pose a challenge.

Challenge posed by Legal environment.

- The legal component of the macro -environment consist of the legislation ✓ that has been passed. ✓
- The government play a large role in the development of policies ✓ and legal framework. ✓
- The legal system through the courts, has power to oversee, ✓ employment, tax trademark rights patent rights intellectual property. ✓
- Government employs a large number of consumers. ✓

- Any other relevant answer related to how legal environment pose a challenge to business. (6)




QUESTION3 BUSINESS OPERATIONS




3.1 Differences between management and leadership

LEADERSHIP	MANAGEMENT
_ Influence human behavior✓	-Guide human behavior✓
_ People oriented✓	_ Task orientated✓
_ Does the right things✓	_ Does things right✓
_ Inspires staff to trust and support each other✓	_ Controls systems and procedures to get the job done✓
-Motivational/Inspiration in their approach✓	_ Instruction in the approach✓
_ Any other relevant answer related to the leadership✓	_ Any relevant answer related to management✓
Sub max (3)	Sub max (3)

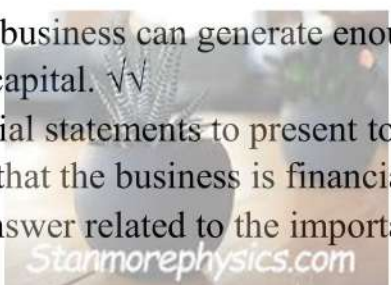
3.2 Implications of National Consumer Protection Act (NCPA) on the marketing function

- 
- Product and services are becoming increasingly technical and more personal causing difficulties for consumers to become familiar with the digital environment. ✓✓
 - There is a lack of consumer confidence. ✓✓
 - Many consumers think that it is unsafe to purchase online as they are not fully protected in terms of their rights if they purchase via internet. ✓✓
 - Traders can sell to consumers in any country in the world as a result of e-commerce, but this globalization makes the identification of hazardous products coming into the market very problematic. ✓✓
 - Any relevant answer related to the implications of national consumer protection Act. (6)

3.3 Importance of public relations

- 
- Business gets publicity for promotional events ✓ and information through media. ✓
 - News conferences may be called to release information ✓ which will ensure the survival of the business. ✓
 - Employees may volunteer ✓ to spend time with people in need at orphanage/hospitals/schools etc. ✓
 - Business can sponsor ✓ community events. ✓
 - Produce annual reports that review business activities ✓ and achievements. ✓
 - Any relevant answer related to the importance of public relations. (4)

3.4 The importance of the financial functions

- 
- Determine how much capital the business needs ✓✓
 - Establish the sources for acquiring the capital ✓✓
 - Decides how to invest/allocate the capital funds in the business. ✓✓
 - Ensure that the business can generate enough income to cover the cost of raising capital. ✓✓
 - Prepares financial statements to present to the bank/investors to convince them that the business is financially sound. ✓✓
 - Any relevant answer related to the importance of financial functions. (4)



QUESTION 4 MESCELLENOUS TOPICS (BUSINESS OPERATIONS)

4.1 Components of the market environment

- Suppliers✓
- Competitors✓
- Consumers✓
- Intermediaries✓
- Unions✓



(4)

4.2

PRIMARY SECTOR	SECONDARY SECTOR
<ul style="list-style-type: none">• Primary sector deals with the extraction of raw materials✓ from nature.✓	<ul style="list-style-type: none">• Secondary sector is responsible for converting/processing/manufacturing of raw materials✓/into final product✓
<ul style="list-style-type: none">• The primary sector is involved in collecting resources direct✓ from nature.✓	<ul style="list-style-type: none">• Deals with distribution/transportation/retailing /services✓ to other businesses or consumers.
<ul style="list-style-type: none">• The raw material are then supplied✓ to other businesses for further processing.✓	<ul style="list-style-type: none">• It includes manufacturing/construction✓/energy generation.✓
<ul style="list-style-type: none">• Any other relevant answer related to primary sector.	<ul style="list-style-type: none">• Any other relevant answer related to the secondary sector

(8)

4.3 Management task



(2)

4.4

LEVEL OF MANAGEMENT	MOTIVATION
1 Top✓✓	Tammy is the CEO of the business instructed. ✓
2. Middle ✓✓ <small>Stanmorephysics.com</small>	Siya is responsible for departments. ✓
3 Lower✓✓	Thandi was given a task to carry out instructions made by Siya. ✓

(6)

QUESTION 5

5.1 INTRODUCTION

- Business do not operate in isolation as they are surrounded by challenges pose by the market and macro environment. ✓
- The profitability and success of business depend on the accurate identification of the elements of micro. ✓
- The organizational culture is the way compony goes about doing business. ✓
- The vision /mission statement /goals objectives provide guidelines on how business should go about doing things. ✓
- The success of the micro environment depends on effective interaction of the market and macro environment. ✓

- Any other relevant introduction related to micro -environment / vision. /mission statement /objectives /organisationas culture /inter-relationship between business environment. Any (2x1) (2)

5.2 Meaning of the micro environment

- It is the environmental in which business operates ✓and consists of the business itself. ✓
- It is the decision -making environment✓ because management make decision that help the business to achieve its goal. ✓
- It can also be referred to as immediate environments in which a business operates✓ and includes all the internal factors of the business. ✓
- Any other relevant answer related to the meaning of the micro environment. Max (4)

5.3 Components of the micro-environment

5.3.1 Mission statement

- A statement that explains the reason for the business existence. ✓
- Enable business to the question to develop strategies to achieve their vision. ✓
- Explain what the business does to achieve the its vision✓. Su (8)
- The answer to the question such what business need to do to make a profit. ✓
- Gives clear direction on how the business✓ intend to achieve its vision.
- Describes the purposes and basic activities✓ of the business. ✓
- Example to become a worded-class communication compony. ✓
- Any other relevant answer related to mission statement as a component of a micro- environment. Sub (8)

5.3.2 Objectives

- Short -term task/steps ✓to reach goal. ✓
- Contain a deadline✓ for achievement. ✓
- Explain how the goals of business✓ will be reached. ✓
- Explain targets and strategies ✓that will help the business fulfil its mission. ✓

- The purpose of the business, ✓ for example a business may have a primary ✓ objective of making a profit and a secondary objective of social upliftment. ✓



Sub (8)

5.3. Vision

- Refer to a statement that explain ✓ what a business aims to achieve.
- Answer to the question: ✓ where are from here? ✓
- Sets out where the business needs to go ✓ to be successful. ✓
- The dream of the business ✓ and what to achieve in future. ✓
- Gives business a clear idea ✓ of what they want to achieve. ✓
- The inspiring statement ✓ about what a business wants to achieve to look like. ✓
- Example 'To provide job opportunities ✓ for the local community. ✓
- Any relevant answer related to the vision as a component of micro environment.

Sub (8)

5.4 Purposes of the organizational culture

- It influences people's action ✓ attitudes. ✓
- The culture determines ✓ how things are done.
- Shared understanding of how. things are done ✓ in a business. ✓
- Every business ha a culture that is inferenced by everyone ✓ who is part of it. ✓
- It is based on three key issues: values, believes, and purposes ✓ e.g. dress code /office decor/employee behavior. ✓
- Influence the way people in the organization interact ✓ with each other and with stakeholders. ✓
- Any relevant answer related to the purposes of the organizational culture.

Max (8)

5.5 The relationship between micro, market and macro environment



- A change in the macro environment may cause a change in the micro environment which in turn, create a change in the market e.g. an increase in the rate of interest may lead to an increase in the production cost which may reduce consumer spending. ✓✓
- A change in the economic environment may lead to a change in the environment and the way in which people spend money. ✓✓
- The legal, political and institutional environment has a large impact on other business environment. ✓✓
- The business has a full control over all element /features of the micro environment. ✓✓
- The business has less/little control over the market environment but it can influence it.
- The business has no control over the macro environment but it must develop strategies to adapt to the challenges that are posed by this environment. ✓✓
- Any relevant answer related to the introduction related to relationship between the micro, market and macro environment.

Max (10)

5.6 CONCLUSION


- The business has the power in the internal environment to control variable in the order to remain sustainable. ✓✓
- A good organisation culture will create a high employee morale. ✓✓
- Business needs to create and maintain strong relationship with their stake holders in each business environment. ✓✓
- Any other relevant answer related to the micro-environment/vision/mission/objectives/organisational culture/ inter-relationship between the business environment.

Any (1x2(2)
(40)


QUESTION 6

6.1 INTRODUCTION

- Quality is the ability of a product/service to satisfy specific needs of consumers. ✓

- 
- Manufactured goods must be quality assured throughout the production cycle. ✓
 - Total quality relates to products that totally satisfy consumers' needs and expectations in every respect on a continuous basis. ✓
 - Quality management should not just be an inspection process, but become part of the culture of the business. ✓
 - The activities of all business functions must be properly managed to ensure that all departments adhere to the same quality standard. ✓
 - Any other relevant introduction related to quality control /quality assurance/ importance of quality/quality indicators. Any (2x1) (2)

6.2 Difference between quality control and quality assurance



QUALITY CONTROL	QUALITY ASSURANCE
<ul style="list-style-type: none">• Inspection of the product to ensure ✓ that it meets the required standard. ✓	<ul style="list-style-type: none">• Carried out during and after the production process ✓ to ensure required standards have been met at every stage of the process. ✓
<ul style="list-style-type: none">• Includes setting targets /measuring performance ✓ and taking correct measures. ✓	<ul style="list-style-type: none">• Ensure that every process is aimed at getting the product right first time ✓ and prevent mistakes from happening again. ✓
<ul style="list-style-type: none">• Any other relevant answer related to quality control.	<ul style="list-style-type: none">• Any other relevant answer related to quality assurance.

NOTE: 1. The answer does not have to be tabulate format.

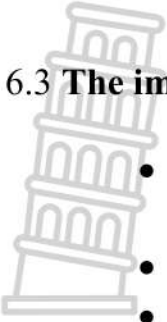
2. The differences do not have to link but must be clear

3. Award a maximum of FOUR (4) marks if the differences are not

Clear/mark either quality control or quality assurance

Max (8)

6.3 The importance of quality for businesses



- Effective customer service are rendered√ resulting in increased customer satisfaction. √
- Time and resources are used√ effectively. √
- Productivity increases√ through proper time management /using high quality resources. √
- Products/services are constantly improved √resulting in increased level of customer satisfaction. √
- Vision/Mission /business goals√ may be achieved. √
- Business has a competitive advantage√ over its competitors. √
- Regular training will continuously improve √the quality employees 'skills/knowledge. √
- Employers and employees will have a healthy working relationship √results in happy/productive workers. √
- Increased market share /more customer√ improves profitability. √
- Improves business image √as there are less defects /returns. √
- Any other relevant answer related to the important of quality for business.

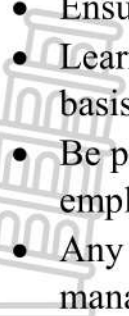
6.4 The correlation between management and the success of the business

- Management play an important role in making √the correct decisions and motivating employees to be productive. √
- Poor management can be results in ineffective employees√ and loss in productivity. √
- Business requires ongoing decisions making√ and problem solving. √
- Problems that cannot be solved √and decision that are not made appropriately can lead to a decrease in productivity. √
- Any other relevant answer related to the correlation between management and the success of the business.


Max (10)

6.5.1 Quality indicators of the general management and financial function

- Develop/Implement/ Monitor effective strategic plans. √√
- Set defectively and establish priorities for their business. √√
- Effectively communicate shared vision, mission and values. √√

- 
- Ensure that all departments/the business meet their deadlines/targets. ✓✓
 - Learn about/understand changes in the business environment on an on-going basis. ✓✓
 - Be prepared to set an example of the behavior that is expected from employees in terms of ethics as well as productivity. ✓✓
 - Any other relevant answer related to the quality indicator of the general management function
- Sub max (8)

6.5.2 Quality indicator of the financial function

- 
- Ensuring a healthy cash flow through ensuring payments are made on time. ✓✓
 - Effective management of cash by cash budgeting. ✓✓
 - Financial records to be kept up to date. ✓✓
 - Accountability better interest rates in order to keep financial cost down. ✓✓
 - Draw up accurate financial statements timeously/regularly. ✓✓
 - Invest surplus funds to create source of passive income. ✓✓
 - Any other relevant answer related to the quality indicator of the financial function.
- Sub max (8)

6.6 CONCLUSION

- Quality is important for a business to be sustainable. ✓✓
 - Every business should have a quality management system that ensures that all systems and process are carried out and correctly and safely. ✓✓
 - All the business functions contribute to the success or failure of a business and should therefore have quality controls ✓✓
 - Any other relevant answer related to quality control /control assurance / importance quality/quality indicator.
- Any (1x2) (2)

