SECTION A: BUSINESS OPERATIONS

PRACTICE QUESTION 1

QUESTION 1

1.1

1.1.1 D√√
1.1.2 B√√
1.1.3 D√√
1.1.4 B√√ ***(NOT PART OF OPERATIONS BUT THE ANSWER IS B)**
1.1.5 C√√
1.1.6 B√√
1.1.7 B√√
1.1.8 D√√
1.1.9 C√√
1.1.10 D√√ (10X2) **(20)**

1.2

1.2.1 Staff development√√

1.2.2 Quality performance√√

1.2.3 Net√√

1.2.4 Interview√√

1.2.5 Dismissed√√ (5X2) **(10)**

1.3

1.3.1 B√√

1.3.2 A√√

1.3.3 D√√

1.3.4 F√√

1.3.5 G√√ (5X2) **(10)**

PRACTICE QUESTION 2

1.1

1.1.1 B√√

1.1.2 D√√

1.1.3 D√√

1.1.4 B√√

1.1.5 C√√

1.1.6 C√√

1.1.7 B√√

1.1.8 A√√

1.1.9 B√√

1.1.10 D√√ (10X2) **(20)**

1.2

1.2.1 Quality control√√

1.2.2 Administration function√√

1.2.3 Retrenchment√√

1.2.4 Fringe√√

1.2.5 Piecemeal√√ (5X2) **(10)**

1.3

1.3.1 I√√

1.3.2 C√√

1.3.3 F√√

1.3.4 H√√

1.3.5 A√√ (5X2) **(10)**

PRACTICE QUESTION 3

1.1

1.1.1 A√√

1.1.2 B√√

1.1.3 C√√

1.1.4 B√√

1.1.5 C√√

1.1.6 C√√

1.1.7 B√√

1.1.8 B√√

1.1.9 D√√

1.1.10 D√√ (10X2) **(20)**

1.2

1.2.1 Specification√√

1.2.2 Fringe√√

1.2.3 Dismissed√√

1.2.4 Continuous improvement to processes and systems√√

1.2.5 Quality Management√√ (5X2) **(10)**

1.3

1.3.1 H√√

1.3.2 G√√

1.3.3 I√√

1.3.4 A√√

1.3.5 B√√ (5X2) **(10)**

NOTE:

- Involvement of employees/People-based management in Practice question 3 for 1.3.5 appears there by mistake.
- It should not be taught as it is no more part of the content outlined in the new 2020 GR12 Examination Guideline)