

**GAUTENG DEPARTMENT OF EDUCATION
SENIOR CERTIFICATE EXAMINATION**

**TYPING SG
(First Paper: Timed Accuracy Test)**

POSSIBLE ANSWERS OCT / NOV 2006

**QUESTION 1
TIMED ACCURACY TEST**

The timed accuracy test is to be typed in double line or 1½ line spacing, on one side of the paper only. Use margins of 10°. A minimum of 35 w.p.m. is expected and the limits are indicated by (...).

TIME: 10 MINUTES

[60]

Every business enterprise manufactures a product or renders a service to satisfy the needs of its clients. Operations management refers to the management activities that take place to develop products or services. It is defined as the management of the resources required to develop the product and services supplied by the enterprise. Operations management is responsible for the design and practice of manufacturing, transport or provision of products as well as for rendering services.

Operations management used to be known as production management. The latter term implies that manufacturing is the only concern, and this is certainly not the case. The principles of production management have a far wider application than only manufacturing - hence the term operations management to include the rendering of services. Operations management is responsible for the output of the enterprise. This may be a tangible product, an intangible service or an assignment for charity stemming from an organization's activities, but where the main concern is satisfying a market need, operations management plays a role.

The marketing department should understand the nature of the transformation process and how this affects the target dates for the delivery, to what extent products can be customized for the specific customers and when the manufacture of a new product will be possible. The operations manager in turn requires demand forecasting for the products of the enterprise. The marketing department usually provides inputs for demand forecasting. These forecasts are necessary in the long term, especially when a new product is planned, and in (35 wpm)

the short term to indicate what products are required immediately. Demand forecasting will be discussed in greater detail later. In addition, the marketing department can often provide feedback from the customer regarding factors such as design, (40 wpm)

finish, utility, quality and appearance of the product. One of the operations manager's main responsibilities is inventory. This has three components - raw materials, work in process and finished products. A practical example illustrates (45 wpm)

the relationship between marketing and operations management regarding the inventory of finished products. When a random event necessitates too many finished products being kept in inventory, this becomes extremely expensive because of (50 wpm)

all the capital tied up. In such a situation the marketing department can help by means of an aggressive marketing attempt to reduce inventory levels. Inventory planning will also be discussed in greater depth later. The chief point of contact (55 wpm)

TOTAL: 60

END