



GRADE: 12		BUSINESS STUDIES		
TIME: 15 MINUTES		POST-TEST 1		MARKS: 30
INSTRUCTIONS:				
1.		Answer ALL the questions on the ANSWER SHEET provided.		
2.		There is only ONE correct answer for each question.		
3.		Read the instructions/questions carefully.		
4.		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 numbers (1-15) on the ANSWER SHEET. For example: 1.1.5 D		
QUESTIONS:				
1.	The ... function uses pricing techniques to ensure competitive advantage for the business. A. public relations B. marketing C. purchasing D. human resource			
2.	Bottelary Manufacturers maintains a low staff turnover rate. This is a quality indicator of the ... function. A. human resource B. purchasing C. marketing D. financial			
3.	HR&S Boutique -Clothing ensures that accurate tax payments are submitted timeously. This is an example of the quality of performance in the ... function. A. human resource B. purchasing C. marketing D. financial			
4.	Checks carried out during and after the production process to ensure that required standards have been met at every stage of the process. A. Quality control B. Quality measures C. Quality assurance D. Total quality control			
5.	... is the ability of a product/service to satisfy specific needs of consumers.			
	A. Quality B. Quality performance C. Quality assurance D. Total quality management			

6.	Total performance of each department measured against specified standards that can be achieved if all departments work together. A. Quality assurance B. Total quality control C. Quality performance D. Total quality management	
7.	BMW do inspection of the all the finished cars to ensure that it meets the required standards. A. Quality assurance B. Quality control C. Quality performance D. Quality management	
8.	WCB-Farmers uses a variety of techniques and tools to improve the quality of their grapes. A. Quality assurance B. Quality control C. Quality performance D. Quality management	
9.	The TQM element namely, ... includes the application of the PDCA model. A. adequate financing and capacity B. continuous improvement to processes and systems C. continuous skills development D. monitoring and evaluation of quality processes	
10.	A group of employees with a variety of skills and experience coming together to solve problems related to quality and to implement improvements, refers to ... A. quality assurance B. quality management system C. quality circle D. teamwork	
11	The step in the PDCA-model that includes the development of ideas to improve the business's processes and systems is: A. Do B. Act C. Check D. Plan	
12.	Meje Construction has the ability to afford specialised and skilled employees as well as Human resources experts that ensure training programmes are applicable to increased customer satisfaction. This is the impact of ... as TQM-element, on large businesses. A. adequate financing and capacity B. continuous improvement to processes and systems C. continuous skills development D. total client/customer satisfaction	

13.	The following statement describes the benefits of a good quality management system the best: A. Increased market share; High staff turnover; Schedule activities; Introduce quality circles B. Improved business image; Time & Resources used efficiently; Increased market share; Effective customer service C. Increased market share; High staff turnover; Schedule activities; Introduce quality circles; Unrealistic deadlines D. Schedule activities; High staff turnover; Unrealistic deadlines; Introduce quality circles	
14.	Identify the statement that best describes the impact of TQM if poorly implemented by businesses: A. Decline in sales; High staff turnover; Unrealistic deadlines; Decline in productivity; B. Improved business image; Time & Resources used efficiently; Increased market share; Effective customer service C. Increased market share; High staff turnover; Schedule activities; Introduce quality circles; Unrealistic deadlines D. Schedule activities; High staff turnover; Unrealistic deadlines; Introduce quality circles	
15.	Which one of the following statements best describes ways in which TQM can reduce the cost of quality: A. Increased market share; High staff turnover; Schedule activities; Introduce quality circles B. Improved business image; Time & Resources used efficiently; Increased market share; Effective customer service C. Increased market share; High staff turnover; Schedule activities; Introduce quality circles; Unrealistic deadline D. Schedule activities; Work closely with suppliers; Train employees; Introduce quality circles	