UNIVERSITY SUMMATIVE ASSESSMENT UNIQUE NUMBER: 766269

UNISA university of south africa

October/November 2023

MNO2609

QUALITY IN SAFETY

70 Marks

Duration:4hours

This paper consists of 13 pages.

EXAMINERS

FIRST: MR JJ MASHALA

SECOND: DR P NAIDOO

EXTERNAL: MS P MONYAI

Instructions

- This Summative assessment consists of. Please scroll down to observes additional instructions for 70 marks.
- Portfolios should be typed in Arial size 12, 1.5 line spacing. (However, exemptions will be made for handwritten portfolios if it is submitted in PDF.)
- Take note of the mark allocation for each question and the time limit of the paper (4 hours).
- Read each question carefully and make sure your answer reflects what has been asked.
- Unisa's plagiarism policy applies to this portfolio.
- Convert your completed portfolio into a single PDF file for upload.
- It is important to include in-text citations and a list of references as part of the portfolio, even if you use the study guide and the OHS Act to answer the questions. Each additional source that you may have to consult should also be referenced.
- Referencing should be done according to the Harvard referencing method.

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Open Rubric

- Do not copy directly from any source (including your study guide) as Unisa's plagiarism policy applies to this Summative assessment. You will receive 0% should plagiarism be detected.
- No extension can be granted for this portfolio as it constitutes an examination.
- The assessments will not be returned to you and the examination department will inform you of your results.
- Submit this summative assessment electronically via myExams.
- You are welcome to contact me, Mr J Mashala, your lecturer for this module, via e-mail if you require guidance regarding the completion of this portfolio. You can reach me at mashajj@unisa.ac.za.

Additional student instructions

1. You must upload your answer scripts as a single PDF file (answer scripts must not be password protected or uploaded as "read only" files).
2. **No** e-mailed scripts will be accepted.
3. We advise that you preview submissions (answer scripts) to ensure legibility and that the correct answer script file has been uploaded.
4. You are permitted to resubmit your answer scripts should your initial submission be unsatisfactory.
5. Incorrect file format and uncollated answer scripts will not be considered.
6. Incorrect answer scripts and/or submissions made on unofficial examination platforms (including The Invigilator cell phone application) will not be marked, and no opportunity will be granted for resubmission.
7. The mark awarded for incomplete submission will be your final mark. No opportunity for resubmission will be granted.
8. The mark awarded for illegible scanned submission will be your final mark. No opportunity for resubmission will be granted.
9. Submissions will only be accepted from registered student accounts.
10. If you have not utilised invigilation or proctoring tools, you will be subjected to disciplinary processes (only include if applicable to your module invigilated).

11. Students suspected of dishonest conduct during the summative assessment will be subjected to disciplinary processes as Unisa has a zero tolerance for plagiarism and/or any other forms of academic dishonesty.
12. You have four hours to submit your answer scripts. If you experience network or loadshedding challenges, we advise that you apply with supporting evidence for an aegrotat within three days of the examination session.

If you experience technical challenges, you must contact the SCSC 080 000 1870 or e-mail Examenquiries@unisa.ac.za or refer to Get-Help for the list of additional contact numbers. Only communication received from your myLife account will be considered.

DECLARATION

Note that the portfolio will not be marked if this declaration has not been completed.

Declaration of own work

I hereby declare that the material that I now submit for assessment is entirely my own work and has not been taken from the work of others. Work that was constructed from other sources has been duly referenced.

Full name and surname: _____

Student number: _____

Signature: _____

(Initial(s) and surname)

Cell phone number: _____

TURN OVER

LIST OF REFERENCES*

Detail all the sources that you have used to complete this summative assessment should be according to the Harvard referencing method. For example:

South Africa. 1993. *Compensation for Occupational Injuries and Diseases Act 130 of 1993.* Pretoria: Government Printer.

**Note that marks will be deducted for an incomplete or absent reference list.*

If you use a different document than this exam paper, make sure the following information appears on the cover of your answer book:

- Your student number
- Your identification number
- Date of the examination and examination centre

This Summative assessment consists of two sections:

Section A consists of contains **ten (10 marks):** definitions of acronyms. **[10 marks]**
Section B consists of three (3) questions, namely question 2 **(30 marks)**, question 3 **(30 marks)** and question 4 **(30 marks)**. You must **select any two (2) questions** and answer them for 60 marks. **Do not complete all three questions in this section.**
[60 marks]

TOTAL: 70 MARKS

Please consider the mark allocation and the time limitation. You have four (4) hours to complete the Summative assessment .

QUESTION 1

1.1 Explain what the following the acronyms mean.

(a) SIPOC: (1)

(b) TQM: (1)

(c) CSF: (1)

(d) KPI: (1)

(e) EFQM: (1)

(f) CMMI: (1)

(g) BPR: (1)

(h) DMAIC: (1)

(i) SPC: (1)

(j) HRM:

[10]

QUESTION 2

2.1 Define quality. (2)

2.2 Provide an overview of how you understand the culture of any business. (2)

2.3 Design a performance measurement framework. (8)

2.4 Briefly discuss employee empowerment (8)

2.5 Summarise quality award models. (10)

[30]

QUESTION 3

3.1 In operationalising process management for awarding winning companies for best practices, how would you use the methods you have studied to outline the criteria?

(2)

3.2 Describe any three (3) factors that can be used in overcoming resistance to change regarding implementing TQM. (6)

3.3 Organisations with impressive customer service scores, for instance, subscribe to the importance of employees' empowerment. Explain what they do to encourage employees. (8)

3.4 Briefly outline HR process regarding (selection & recruitment, skill competency, appraisal and employee reward, recognition & benefits). (8)

3.5 Briefly discuss the benefits of benchmarking. (6)

[30]

QUESTION 4

4.1 Outline the quality management principles that you have learned. (4)

4.2 Change in any organisation is an issue that management needs to contend with. Change will continue to be with us for a long time. Within the context of total quality management, advise the organisation that intends to embark on change how they could manage it. (Mention any five (5) guidelines.) (10)

4.3 The leaders (executives) should express values and beliefs through a clear vision of what their company wants to be and its purpose. Outline what the beliefs and objectives should address. (6

4.4 Develop a benchmarking methodology. (10)

Total:[70]

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