

T1800(E)(J29)T



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High  
REPUBLIC

T1800(E)(J29)T  
AUGUST 2010

NATIONAL CERTIFICATE

**SUPERVISORY MANAGEMENT N4**

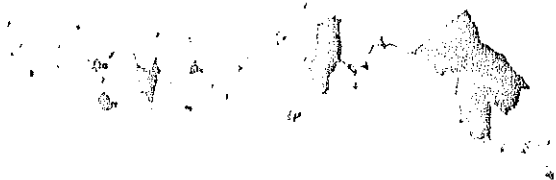
(4110504)

29 July (X-Paper)  
09:00 – 12:00

Calculators may be used.

Candidates will require a pen, pencil, ruler and an eraser.

This question paper consists of 5 pages.



**QUESTION 7: LABOUR RELATIONS**

- 7.1 Conflict and tension occur daily in all organisations. Why is it important for an organisation to have a generally accepted grievance procedure in place? (4)
- 7.2 Give FOUR reasons why organisations conduct disciplinary inquiries. (4)  
[8]

**QUESTION 8: TRAINING**

The foundation of systematic, structured job training has four so-called 'cornerstones'. Discuss these FOUR 'cornerstones'. [8]

**QUESTION 9: FINANCIAL COMPENSATION**

One of the most difficult things to achieve is a wage and salary structure which is accepted to be fair. Discuss FOUR factors used by organisations when establishing their wage and salary structures. [8]

**QUESTION 10: INDUSTRIAL HOUSEKEEPING**

- 10.1 In terms of accident prevention fill in the missing percentage values in the following statements. Write the answer next to the question number (10.1.1 -- 10.1.4) in the ANSWER BOOK.
- 10.1.1 If we were able to eliminate all unsafe acts and unsafe conditions, about ... of all accidents would be prevented.
- 10.1.2 Unsafe acts cause approximately ... of all occupational accidents.
- 10.1.3 Unsafe conditions cause approximately ... of occupational accidents.
- 10.1.4 Acts of providence cause approximately ... of all occupational accidents. (4)
- 10.2 Name and give ONE example each of TWO basic methods available for preventing accidents. (4)  
[8]

**QUESTION 11: QUALITY CONTROL**

Define the terms *specification* and *tolerance* in the context of quality control. [4]

**TOTAL: 100**