



FACULTY OF ENGINEERING AND BUILT ENVIRONMENT

EXAMINATION

DEPARTMENT	DEPARTMENT OF QUALITY AND OPERATIONS MANAGEMENT
<u>PROGRAMME</u>	ND MANAGEMENT SERVICES ND OPERATIONS MANAGEMENT
<u>MODULE</u>	ORGANISATIONAL EFFECTIVENESS 1B00
<u>CODE</u>	OEF1B00
<u>DATE</u>	8 NOVEMBER 2014
<u>DURATION</u>	3 HOURS
<u>TIME</u>	12:30 -15:30
<u>TOTAL MARKS</u>	100

<u>EXAMINER</u>	MR V. LUKONGA
<u>MODERATOR</u>	MISS. T. NEMARUMANE
<u>NUMBER OF PAGES</u>	7 PAGES

INSTRUCTIONS TO CANDIDATES:

- Please answer all questions.
- Calculators are allowed
- Question papers must not be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written exam apply.

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QUESTION 1

- 1.1 Discuss in detail the basic work measurement procedure steps. (18)
- 1.2 Draw and label standard symbols used in time study (5)
- 1.3 Discuss the Time study elements. (8)

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	FIRST NAME	S-NAME	STUDENT #	COURSE	SIGNATURE

QUESTION 2

2.1 Use the form provided below to Calculate the sample size for elements 2 & 4 (show calculations) (10)

FILL in the form provided below to answer question 2.2

2.2 Calculate rating for element 1, 3 & 5 (25)

Elem no	Rating	Obs Time		Elem no	Rating	Obs Time	
1		18 seconds		1		21 seconds	
2		62seconds		2		107cm	
3		130 seconds		3		2.28min	
4		148cm		4		1.68min	
5		2.47min		5		147 seconds	
1		19 seconds		1		20 seconds	
2		1.05min		2		63 seconds	
3		1232 cm		3		1236cm	
4		168cm		4		100 seconds	
5		149 seconds		5		244cm	
1		22 seconds					
2		62 seconds					
3		1235cm					
4		99 seconds					
5		148 seconds					

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QUESTION 3

Complete the time study sheets provided below.

Note:

The observed times provided are in seconds
Allowances have been provided in the sheets.
ALL answers must be in 2 decimal places

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