BERGVLIET HIGH SCHOOL

NOVEMBER EXAMINATION 2025

GRADE: 10

MEMORANDUM

BUSINESS STUDIES P1
12 NOVEMBER 2025

MARKS: 150

TIME: 2 HOURS

EXAMINER: **Mr. D Peters**

MODERATOR: **Ms L. Kriel**

This memo consists of 19 pages

SECTION A: COMPULSORY

QUESTION 1

1.1.1 C ✓✓
1.1.2 B ✓✓
1.1.3 A ✓✓
1.1.4 C ✓✓
1.1.5 A ✓✓ (10)

1.2.1 Job opportunities ✓✓
1.2.2 Revenue ✓✓
1.2.3 Technological ✓✓
1.2.4 Mission ✓✓
1.2.5 Services ✓✓ (10)

1.3.1 F ✓✓
1.3.2 B ✓✓
1.3.3 I ✓✓
1.3.4 E ✓✓
1.3.5 J ✓✓ (10)

(30)

SECTION B
Answer **ANY TWO** questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page, et cetera.

QUESTION 2: BUSINESS ENVIRONMENTS

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 List any FOUR components of the micro environment. (4)

- Organisational structure ✓
- Organisational culture ✓
- Organisational resources ✓
- Management and leadership ✓
- Business functions ✓

(MARK FIRST FOUR ANSWERS)

2.2 2.2 Explain the relationship between the THREE business sectors. (6) (6)

The sectors work together✓ to create an economic chain of production✓.
The primary sector gathers/extracts✓ the raw materials✓, the secondary sector transforms✓the raw materials into useful goods✓.
The tertiary sector sells✓ the goods or services✓ and supports the activities of the primary and secondary sectors✓.
Any other correct answer.

(Max 6 marks)

2.3 Identify the components of the market environment represented in each of the following statements:

2.3.1 People or other businesses who buy the products and services of a business to satisfy their needs

Consumers/Customers ✓✓

2.3.2 People or businesses that play a major role in getting goods from where they are produced to consumers all over the country

Intermediaries ✓✓

2.3.3 A supermarket discovers that another grocery store has opened at a nearby location (6)

Competition ✓✓

2.4 Explain the reasons why the market environment can be a challenge to a business. (4)

- New businesses entering ✓ the market. ✓
- Price wars between businesses that are the same size, ✓ offering similar products. ✓
- Customers shopping for the best ✓ prices. ✓
- Suppliers offering discounts ✓and specials. ✓
- New products or/substitutes that threaten ✓ to replace old products. ✓
- Any other relevant answer related to the reasons why competition is a major business factor in the market.

2.5 Read the scenario below and answer the questions that follow.

Zipho owns a large industrial window cleaning company. He buys his machines in the USA and will only be able to buy one machine as the South African currency has dropped dramatically.

2.5.1 Identify the economic factor of the macro environment that may havea direct influence on Zipho's business. (2)

Exchange rate ✓✓

2.5.2 Outline any other TWO components of the macro environment. (6)

Physical / natural environment ✓

- The physical environment includes all forces that are present ✓ in the natural environment. ✓
- Some natural resources, ✓ like oil and coal, are scarce and consequently very expensive. ✓

- Infrastructure ✓ refers to the availability of roads/railways, water, electricity, communication links and support service. ✓
- It is inevitable that some pollution ✓ will take place during the production process. ✓

(Sub 3)

Social, cultural and demographic environment ✓

- The social, cultural and demographic environment deals specifically with the purpose of the community, ✓country and target market. ✓
- Values, tastes, traditions ✓ and culture influence their interactions with business. ✓
- Demography is the study of human populations ✓ in terms of size, density, location, age, race, occupation and other statistics. ✓

(Sub 3)

Technological environment ✓

- Technological environment is a fast-changing environment ✓ and has forced business to keep up-to-date with new trends. ✓
- Technology has introduced new products, new production techniques ✓ and new methods of marketing. ✓

(Sub 3)

Legal and political environment ✓

- Legal elements refer to rules that businesses must adhere ✓ to and all other legal aspects that businesses must consider. ✓
- Investors from abroad are keen to invest in countries which are economically ✓ and politically stable. ✓

(Sub 3)

Global /International environment ✓

- Technology has enabled us to participate in markets ✓ all over the world. ✓
- Even small businesses can now sell their products ✓internationally.✓

(Sub 3)

Institutional environment ✓

- Laws and regulations have been put in place to ensure ✓ that there is a framework of legal systems for international trade as well as for different industries. ✓
- Examples of such services include testing of products, prevention of the formation of monopolies, protecting legal trade, combating legal trade. ✓

(Sub 3)

NOTE: Mark the first TWO only.
Award ONE mark for the component.

TWO mark for explanation.

2.5.3 Explain the extent of control of the environment mentioned in QUESTION 2.5.2. (2)

- The business enterprise does not have any control over the macro environment. ✓✓

2.6 Briefly explain the interrelationship between the micro, market andmacro environments. (6)

- Business enterprises are in constant interaction ✓ with elements present in all three-business environment. ✓
- An entrepreneur uses the factors of production ✓to produce a product or service. ✓
- An entrepreneur aims to satisfy the needs of the consumer ✓ in order to make a profit. ✓
- During this process, the entrepreneur is subjected to challenges coming from amongst others, ✓competitors, ✓ as well as the government. ✓
- Entrepreneurs must deal with labour crises, ✓ demands such as BEE ✓ and affirmative action. ✓
- Providing products and services ✓ is therefore not a simple process that can take place in isolation. ✓
- It is a complicated process where many influences are present. ✓
- A business exercises control over most of the elements ✓in the micro environments. ✓
- A business can neither influence, nor exercise control over the elements ✓ of the macro environment. ✓
- A business must adapt to the challenges from the macro environment ✓and formulate strategies to cope with these challenges. ✓
- The three-business environment are interrelated. ✓
- Any other relevant answer regarding interrelationship between the three environments.

2.7 Justify the importance of the informal sector. (4)

- Provides jobs and income ✓ to communities thereby alleviating poverty.✓
- People working in the informal sector gain work experience ✓ to be used in the formal sector. ✓
- Encourages entrepreneurship✓ as self-employment. ✓
- Provides opportunity for marginalised and disadvantaged ✓ by encouraging street trade. ✓
- Serves as buffer ✓ between employment and unemployment. ✓
- Any other relevant answer related to the importance of the informal sector.

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 List FOUR types of capital. (4)

Fixed Capital✓ Working Capital✓ Own Capital ✓
Borrowed Capital✓

3.2 Discuss THREE reasons why a business may need financing. (6)

Money for starting ✓up a business.✓
Money to cover the running costs of a business ✓while waiting for outstanding payments✓
Money to replace ✓machinery, equipment, and computers.✓
Money for expansion✓, to grow a business.✓

(Max 6 marks)

3.3 Identify the business function that is responsible for EACH statement below:

3.3.1 Ensures that there is good communication between the business and all its stakeholders.
Public Relations.✓✓

3.3.2 Ensures that the business creates quality products to meet the demands of the target market. (4)
Production Function.✓✓

3.4 Outline the difference between *leadership* and *management*. (4)

A leader creates a vision/sets direction. ✓✓
Leaders create the team and inspire the subordinates. ✓✓
He/she influences human behaviour✓✓
A leader communicates using vision/charisma. ✓✓
Leaders are born with natural/ instinctive leadership skills.✓✓

(Max 2 marks)

A manager understands the goals of the business. ✓✓
Managers ensure that tasks given to subordinates are completed. ✓✓
He/she guides human behaviour. ✓✓
A manager communicates through management functions, for example, line function. ✓✓
A person becomes a manager because he/she is appointed to the position.✓✓

(Max 2 marks)

3.5 Read the scenario below and answer the questions that follow.

Pam's Pancakes Pam owns a fleet of well-known pancake food trucks. She needs to hire somebody to make sure that her stock levels in each food truck are correct at the start of each business day.

3.5.1 Name the business function that the potential new employee will perform. (2)
Purchasing Function✓✓

3.5.2 Identify the business function that would appoint staff. (2)
Human Resources✓✓

3.5.3 Discuss the activities that make up the business function identified in QUESTION 3.5.1. above. (4)
The purchasers should have expert knowledge of the product/s ✓they need to buy and about the market in which they operate.✓
The purchasing manager should find out the needs✓ of other departments.✓
They look for suitable, new✓, and better suppliers.✓
They ensure that there is enough stock available✓ for continuous production and sales.✓
Make follow up on orders placed✓ with suppliers.✓
Ensure that ordered products✓ are delivered on time.✓
Keep the correct stock levels✓ for stock on hand.✓
Record the cost prices✓ and selling prices of stock.✓
(Max 4 marks)

3.6 Elaborate on the meaning of *budgeting*. (4)
Budgeting is a planning tool ✓to estimate the money that will be received (income) ✓and how it will be used (expenditure).✓
Once a budget is drawn, it should be compared✓ to the actual income and expenditure.✓
Budgets enable businesses to keep track ✓of their finances and ensure better profitability✓.
Each department✓ within the business should have its own budget.✓
Accept and relevant answer.
(Max 4 marks)

3.7 Distinguish between *cash payments* and *credit payments*. (6)
Cash payment refers to all payments ✓made by cash/cheque for business purchases immediately. ✓
Cash payments have an immediate effect ✓on the cashflow of the business.✓
Cash payments can qualify✓ for cash discounts. ✓
(Max 3 marks)
Credit payment refers to all payments✓ on a future date.✓
Credit payments results in the creation of assets✓ (receivable)/liabilities of the business (payable).✓
The credit payer can pay more for goods ✓because of the interest added onto

credit payments.✓
(Max 3 marks)

3.8 Examine the correlation between management and the success of a business. (4)
Management plays an important role✓ in making the correct decisions✓and motivating employees✓ to be productive.✓
Poor management✓ can result in ineffective employees ✓and loss of productivity.✓
Any relevant answer.
(Max 4 marks)

[40]

QUESTION 4: MISCELLANEOUS

BUSINESS ENVIRONMENTS

4.1 List TWO types of gambling. (2)
Pyramid schemes✓ Illegal gambling✓ Money laundering✓
(Mark first two answers)

4.2 Define inclusivity in the workplace. (2)
Inclusivity in business is based on a policy that is meant to assist all employees✓ to feel welcome and part of the business.✓ Any relevant answer.

4.3 Explain the negative impact of the following contemporary socio-economic issues on businesses:

4.3.1 HIV/AIDS (4)
Being infected with HIV can lead to reduced productivity✓ of affected employees, increased employee absenteeism✓ because of medical appointments for doctor or clinic visits or funerals.✓ Increased staff turnover due to illness or death.✓ High costs to train employees.✓
Low employee morale affects productivity and profits.✓
Any relevant answer.
(Max 4 marks)

4.3.2 Strikes (4)
Strikes will result in production losses✓ and reduction in sales✓.
Businesses may be forced to close ✓operations after a strike. ✓
Business may incur damages✓ to their premises due to protests or protest action.✓
Any relevant answer.
(Max 4 marks)

4.4 Study the cartoon below and answer the questions that follow.



4.4.1 Define Poverty. (2)
Poverty is defined as the lack of resources✓ to meet basic human needs.✓

4.4.2 Explain why poverty bears a heavy burden on business in South Africa. (6)
People are not able to meet their basic human needs✓ when they become unemployed or are retrenched. ✓
Some people do not have the financial means to buy goods✓ as they have little to no disposable income✓ leading to limited profitability✓ of the business because of limited or no customer spending.✓
Limited customer spending ✓means that businesses record lower sales figures.✓
Businesses may not grow ✓because of reduced sales figures.✓
Businesses are pressurised ✓by the media attention to poverty into investing in poor communities.✓
Some people have a low level of education and limited skills✓, and they only qualify for low paying jobs.✓
Poverty results in the continuation✓ of the cycle of unemployment✓ and homelessness ✓which can lead to an increase in crime✓ affecting businesses negatively.✓
Any relevant answer
(Max 6 marks)

[20]

BUSINESS OPERATIONS

4.5 List FOUR methods of carrying out public relations. (4)
Media✓Direct Contact✓ Brochures✓ Exhibitions✓
Social Responsibility/CSI/CSR✓ Transit Advertising✓ Telephone✓
(Mark the first four)

4.6 Elaborate on the meaning of the *Risk Management*. (6)
Identify possible risk by finding risk-bearing activities✓ (that is, activities which could go wrong) within the organisation.✓
Assist businesses to analyse each possible risk✓ and how likely it is that the risk will happen.✓
Evaluate the potential impact of risks✓ in terms of financial liability.✓
Controls/monitors the risk✓ by studying reports and trends in the environment so that measures can be taken to prevent it from happening.✓
Handle the risk by determining what actions to take✓ should the event happen✓ using available resources and contingency plan and communication with stakeholders.✓
(Max 6 marks)

4.7 Explain the type of decisions made by each management level below:

4.7.1 Top Level Management (2)
They make long-term ✓strategic decisions✓ to achieve long-term goals.

4.7.2 Middle Level Management (2)
This level makes medium-term✓ tactical decisions ✓(organise the activities needed to carry out a plan).

4.7.3 Lower Level Management (2)
The lower-level management make short-term✓ operational decisions.✓

4.8 Discuss the management task of *controlling*. (4)
Establish performance standards✓ and ensure that those standards are met.✓
Ensure✓ that the business achieves its goals.✓
Ensure activities✓ are carried out as planned.✓
Enable the business to take corrective measures✓ if the objectives are not achieved.✓
The risk can be identified ✓during control.✓
Compares actual ✓results with goals set by management✓
Corrective measures ✓must be taken if there is a difference between actual results and the goals sets out by the business.✓
Continuous control ✓ensures that the business runs smoothly. ✓
Make short-term✓ operational decisions.✓
(Max 4 marks)

[20]

[40]

TOTAL SECTION B: [80]

SECTION C
Answer ONE question in this section.
NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH question must start on a NEW page, for example QUESTION 7 on a NEW page, QUESTION 8 on a NEW page, et cetera.

QUESTION 5: BUSINESS ENVIRONMENTS

You already know that a business enterprise does not exist in isolation. South African businesses face a unique set of socio-economic challenges that impact on business operations.

Support the above statement by referring to the following aspects in your answer:

- Outline the meaning of a socio-economic issue.
- Explain the following socio-economic issues:
  - HIV/Aids
  - Piracy
  - Strikes
  - Poverty
- Discuss the impact of each of these issues on businesses.
- Analyse the importance of inclusivity in the workplace.

[40]

Introduction
- South African businesses face a unique set of socio-economic challenges that impact on business operations. ✓
- All socio-economic issues present both challenges and opportunities for
- entrepreneurs. ✓
- Any other relevant introduction relating to socio -economic issues.

Max. (2)

Socio-economic issues
- Socio-economic issues include discrimination and poverty, inclusivity, unemployment, an unproductive labour force, HIV and Aids, ✓ gambling, piracy,
- counterfeiting, strikes, violence and crime. ✓
- Socio-economic issues are difficulties that social and economic factors in the macro environment ✓ can cause in the business. ✓

Max. (4)

Description of socio-economic issues
HIV/AIDS
- Aids is a disease caused by the HI virus ✓ which attacks the immune system. ✓

- The social irresponsibility of people contributes ✓ to the spread of this disease. ✓
- It causes strain on the health–care ✓ and social services infrastructure. ✓
- The government has to spend large amounts of money on drugs✓to combat
- HIV/Aids. ✓
- There are extremely high figures of people ✓ with HIV/Aids. ✓
- Any other relevant answer related to the discussion of HIV/Aids.

Submax. (4)

Piracy
- Piracy is the illegal copying of books, CDs or DVDs or the copying of trademarks. ✓
- Piracy also includes the use of something without permission, ✓ such as something that is under copyright patented or a trademark that belongs to some other company. ✓
- Copyright is the right given to the creator of an original work ✓ so that it cannot be copied without his /her permission. ✓
- A patent is an exclusive right to a particular product or invention ✓ for a period of time. ✓
- A trademark is normally a word, picture or logo ✓ that indicates a brand, individual or company. ✓
- It shows that a product ✓ comes from a particular source. ✓
- Any other relevant answer related to the discussion of piracy.

Submax. (4)

Strikes
- A strike is usually the result of a labour ✓ dispute. ✓
- A strike takes place if workers refuse ✓ to work. ✓
- The most common reason why workers usually strike, ✓includes wages, working hours and working conditions. ✓
- Notice must be given if a strike is planned ✓by a union. ✓
- There are different kinds of strike ✓ for example Go-slow, Sympathy strike, Sit-down strike, Wild cat strike and Lock out strike. ✓
- Any other relevant answer related to the discussion of strikes.

Submax. (4)

Inequality and poverty

- Inequality means that everybody is not equal. ✓
- Some people have lots of money ✓and access to education while others are desperately poor. ✓
- Inequality in South Africa has become a problem, ✓ because the gap between the rich and poor is so great. ✓
- Poverty is when a person is unable to satisfy ✓ his or her most basic human survival needs. ✓
- A person is deemed extremely poor ✓ if he or she is unable to afford food, water and shelter. ✓

- However, poverty also includes those people who are unable to meet their daily food requirements, ✓ as well as proper housing, clean running tap water, flushing toilet, electricity, transport, education and basic health. ✓
- Any other relevant answer related to the discussion of inequality and poverty.

Submax. (4)
Max. (16)

Impact of socio-economic issues on business

HIV/AIDS

- This disease leads to a decline ✓ in the productivity of the affected employees. ✓
- Trained and experienced workers ✓ die from the disease before they grow old, increasing turnover in the business. ✓
- There is a decrease in demand ✓owing to a decrease in customers. ✓
- There can be prejudice in the work place ✓ against employees that are affected with HIV/Aids. ✓
- Any other relevant answer related to the effects of HIV/Aids

Submax. (4)

Piracy

- The businesses producing the original goods✓ have their profits reduced if piracy occurs. ✓
- Piracy also deprives the original artist✓of his/ her or income. ✓
- People who buy pirated copies✓ contribute to the problem. ✓
- The copying of trademarks confuses✓consumers. ✓
- Any other relevant answer related to the effects of piracy.

Submax. (4)

Strikes

- Strike as well as political disturbances scare off ✓ potential investors. ✓
- Strikes result in loss ✓ of production. ✓
- Sometimes a strike is so severe that a business ✓ has to close down. ✓
- Strikes result in loss of income ✓ as a result of damaged property. ✓
- Any other relevant answer related to the effects of strikes.

Submax. (4)

Inequality and poverty

- Poverty affects consumers spending ✓ as poor people have little ability to buy goods. ✓
- If people cannot spend money, ✓ business enterprises cannot grow. ✓
- Current thought and media attention regarding poverty ✓ has led to expectations that businesses will invest in poor communities, but this is an extra demand placed on businesses. ✓
- Any other relevant answer related to the effects of inequality and poverty.

Submax. (4)

Max. (16)

Importance of inclusivity in the workplace.

- The aims of inclusivity is to ensure that business follow employment practices that are fair. ✓✓
- It aims to redress the imbalances of the past. ✓✓
- It aims to have workplaces where people of different races, culture, gender, religions, abilities, languages and beliefs can work together effectively for the good of the business. ✓✓
- Aims to ensure that businesses do not exclude anyone from consideration. ✓✓
- They should also try to ensure that employees are representative of the demographics of the country. ✓✓
- Businesses have the following responsibilities:
  - To work with the government to remove the legacy of apartheid. ✓✓
  - To be open to issues and not deny that the problem exists. ✓✓
  - To educate staff members on social issues. ✓✓
  - To provide appropriate support to employees. ✓✓
  - To become involved in the community. ✓✓

Max. (10)

Conclusion

- Socio-economic issues impact business negatively. ✓✓
- Businesses should be aware of these issues to put strategies in place to combat them. ✓✓
- Any other relevant conclusion relating to socio-economic issues and the impact on businesses.

Max. (2)

BREAKDOWN OF MARK ALLOCATION

QUESTIONS	**MARKS**	**TOTAL**
Introduction	2	
Define the meaning of socio-economic issues	4	
Description of the socio-economic issues • HIV/AIDS • Piracy • Strikes • Poverty	4 4 4 4	Max 32
Impact of the socio-economic issues • HIV/Aids	4 4 4 4	

• Piracy • Strikes • Poverty		
Explain the purpose of inclusivity in the workplace.	10	8
Conclusion	2	
INSIGHT		
Layout	2	
Analysis	2	
Synthesis	2	
Originality/Examples	2	
TOTAL		40

QUESTION 6: BUSINESS OPERATIONS

Maintaining quality standards of vital to the growth and sustainability of contemporary businesses. In order to ensure that quality is maintained in the organization, all business functions must meet specific standards

With reference to the scenario above, write an essay on the following:

- Outline Quality control and quality assurance.
- Discuss the quality indicators of::
  - Financial
  - Purchasing
  - Production
- Elaborate on the purchasing procedure
- Analyse how quality control can benefit a business

INTRODUCTION

- Quality refers to the ability of the product/ good/ service to satisfy the specific needs of customers ✓
- Quality refers to the specific standard that the business sets for itself ✓
- Quality control is the process of ensuring that products are manufactured to a consistently high standard ✓ (Max 2 marks)

OUTLINE QUALITY CONTROL / QUALITY ASSUARANCE

Quality Control (QC):

- Focuses on **identifying defects** in the final product. ✓✓
- Is a **product-oriented** process. ✓✓
- Involves **inspection, testing, and checking** finished goods. ✓✓
- Conducted **after production** to ensure products meet standards.
- A **reactive** process — finds and fixes problems after they occur. ✓✓
- Usually performed by a **quality control team** . ✓✓

Quality Assurance (QA):

- Focuses on **preventing defects** during the production process. ✓✓
- Is a **process-oriented** approach. ✓✓
- Involves **planning, documentation, and process improvement**. ✓✓
- Conducted **throughout the production cycle**. ✓✓
- A **proactive** process — aims to ensure quality before issues arise. ✓✓
- Usually managed by a **quality assurance department or management team**. ✓✓ (Max 8 Marks)

FINANCIAL FUNCTIONS

- Obtaining capital✓ from the most suitable sources ✓
- Drawing up budgets ✓ for the business and other departments ✓
- Ensuring financial records✓ are up to date and correct ✓
- Investigating strategies ✓ to increase profitability for the business ✓
- Investing surplus funds (profits) ✓ effectively and in the best interest in the business ✓ (Max 10 marks)

PURCHASING FUNCTION

- Ensuring the business buys its raw materials✓ so that it can produce ✓
- Right supplier ✓ , place, time, quantities and price ✓
- Doing stock control ✓ on a regular basis so ensure no shortages ✓
- Ensuring there is always sufficient levels of stock ✓ in order to be able to produce ✓
- Minimising losses ✓ minimising wastage ✓ (Max 10 marks)

PRODUCTION FUNCTION

- Choosing a suitable production system ✓ for the business (batch/ job/ mass) ✓
- Doing regular quality control✓ of products being produced in the business ✓
- Maintaining equipment ✓ so that it can be used efficiently ✓
- Adhering to all safety procedures ✓ of the business to ensure the safety of staff and products ✓
- Performing inspections ✓ on a regular basis on the production process to maintain production quality standards ✓

(Max 10 marks)

PURCHASING PROCEDURE

- **Step 1:** Purchasing Requisition ✓ requesting the needed good or service ✓
- **Step 2:** Price comparison ✓ making enquiries about the good or service and gathering suitable quotes from suppliers✓
- **Step 3:** Choice of supplier ✓ decide on which supplier to use for the purchase ✓
- **Step 4:** Order placement ✓ completing the necessary documentation in order to order the goods ✓
- **Step 5:** Follow up ✓ confirming the order and finding out delivery information ✓
- **Step 6:** Collection ✓ Receiving the good or service (take delivery of the product) ✓
- **Step 7:** Payment ✓ the purchase order is paid for by the finance department ✓
- **Step 8**: Filling ✓ keeping an accurate record of the purchase ✓.

(Max 16 marks)

BENEFITS TO THE BUSINESS

- The business will be able to save money by reducing wastage✓ as they will have less errors while producing the goods ✓
- This could lead to an increase in productivity✓ in the business as it can produce more ✓
- And ultimately this could also lead to an increase in profits ✓of the business as the business is operating optimally ✓
- Employees become more motivated ✓ as they know they are producing a good product ✓
- It may also lead to improved production design ✓ and overall quality ✓
- An increase in customer satisfaction ✓ as they know exactly what type of product they will receive and it will be consistent✓ (Max 12 marks)

CONCLUSION

- Considering the importance of quality in the business, Hannah should ensure that she has all the correct measures in place to ensure that the eight business functions are operating at a level to achieve success for the business. ✓✓
- Quality and the eight business functions are interlinked, without the one the business will not succeed ✓✓
- Any other relevant conclusion (Max 2 marks)

DETAILS	MAXIMUM	SUBTOTAL	TOTAL
Introduction		2	MAX 32
Quality control/Assurance	8		
Financial Function	10		
Purchasing Function	10		
Production Function	10		
Purchasing process	16		
Benefits to the business	12		
Conclusion		2	
SUBTOTAL			
INSIGHT			
Layout			2
Analysis, interpretation			2
Synthesis			2
Originality			2
TOTAL			40

[40]

TOTAL SECTION C [40]