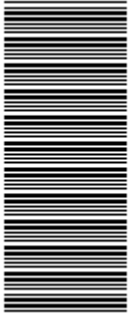


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T890(E)(J23)T
AUGUST EXAMINATION
NATIONAL CERTIFICATE
LOSS CONTROL N6

(11041196)

23 July 2014 (Y-Paper)
13:00–16:00

This question paper consists of 4 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
LOSS CONTROL N6
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Write neatly and legibly.
-

QUESTION 1

Name the FOUR areas targeted by a total quality management (TQM) system and give ONE example of each area.

[8]**QUESTION 2**

Security during emergencies is vital.

State SIX areas you would protect during an emergency in your organisation.

[6]**QUESTION 3**

An environmental management system can help the organisation demonstrate that it is committed to its systems.

Name SIX factors to demonstrate this.

[6]**QUESTION 4**

Incident investigation is part of every loss control programme.

State SIX areas/points that the investigation must address.

[6]**QUESTION 5**

Discuss the distribution according to which the BIRD accident triangle predicts incidents/accidents according to a certain distribution.

[12]**QUESTION 6**

Name TEN major items for a loss control programme.

[10]**QUESTION 7**

Name the SIX categories into which losses from incidents can be divided.

Give FOURTEEN examples of these losses.

[20]**QUESTION 8**

State TEN reasons why accidents are sometimes not reported.

[10]

QUESTION 9

Name TWO items used in the workplace that can be recycled. **[2]**

QUESTION 10

Define loss control. **[12]**

QUESTION 11

Loss control is a function that not only concentrates on employees and equipment. Losses can also occur by theft, corruption and waste.

State EIGHT strategies that can be implemented to combat theft, corruption and waste in the store area. **[8]**

TOTAL: 100

