



ADVANCED SUBSIDIARY GCE
BUSINESS STUDIES
 Business Functions

F292

Candidates answer on the question paper

OCR Supplied Materials:

- Case Study (clean copy)

Other Materials Required:

- Calculators may be used

Thursday 21 May 2009
Morning

Duration: 2 hours



Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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MODIFIED LANGUAGE

INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- You must answer Question 1 in Section A and Questions 2–5 in Section B. You should not need to spend more than 30 minutes on Section A.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **90**.
- The quality of your written communication will be taken into account in marking your answer to the question labelled with an asterisk (*). Marks will be awarded for spelling, punctuation and grammar, use of appropriate form and style of writing, and for organising work clearly and coherently.
- This document consists of **16** pages. Any blank pages are indicated.

A calculator may be used for this paper

Section A

Answer **all** questions.

Question 1 does **not** relate to the HCL case study.

- 1 (a) Stock is one item listed under the heading of current assets on a balance sheet. State **two** other current assets.

1

2 [2]

- (b) Identify **two** disadvantages to an organisation of high labour turnover.

1

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2

..... [2]

- (c) Define the term 'customer orientation'.

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..... [2]

- (d) A firm produces cereal bars. The direct costs are 18 pence per unit.
A local health shop wishes to place an order for 40,000 cereal bars at a price of 20 pence each. The order will incur an additional overhead cost of £350.

Calculate the total contribution of this order.

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..... [4]

(e) Outline **two** advantages of introducing Just-in-Time (JIT) into the production process of a firm.

1

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..... [4]

(f) Explain **two** different payment methods for employees.

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Section A Total [18]

3 With reference to Figure 3, recommend changes that could be made to the organisational structure of HCL in order to improve performance.

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- 5* Richard Hoiles is proposing to introduce a dedicated production line in the new factory. (Lines 39–41)

Discuss the advantages and disadvantages to HCL of this proposal.

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If you use these lined pages you **must** write the question number next to your answer.

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