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Quality Inspector, NQF 3
SAQA ID: 117308
EISA Tools – Written Paper 1



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EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

Quality Inspector

Question Paper 1A

Candidate Full Names	
Identity Number	
EISA Registration Number	
Assessment Centre	
Accreditation Number	
Qualification	Quality Inspector
SAQA ID	117308
NQF Level	3
Credits	43
Paper Number	1
Date of EISA dd/mm/yyyy	
Duration	2 Hour 30 Minutes
Total Marks	120
Pass Marks	60 %

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GENERAL EISA RULES

1. Students are only allowed to use the supplied EISA booklets.
2. Students are only allowed to use a black pen for their answers.
3. Students to ensure that their name, surname and EISA registration number appears on the front of your EISA booklet.
4. This is a closed book examination; therefore, no other material or belongings are to be brought into the assessment centre. Should you bring any other material or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Students may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you; the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops are prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Students are prohibited from conversing in any manner with other students.
11. Students may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Students who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

Student Signature..... Date Signed.....

CANDIDATE INSTRUCTIONS

- Candidate must complete all questions in the EISA
 - Candidates must ensure that they use only a black pen when completing this EISA.
 - Candidate should ask the invigilator for additional paper should they need more space to write.
 - Candidate must ensure that they indicate their Name, Surname and EISA registration number at the top of the additional paper.
Also ensure that the question number is clearly marked on your additional paper.
-

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Question 1.1

(40 Marks)

Case Study:

XYZ Manufacturing produces precision metal components for the automotive industry. To ensure product quality and customer satisfaction, a robust quality inspection process is implemented at various stages of production.

Tabulated Results

Category	Details
Customer Requirements	- Dimensional accuracy (as per technical drawings) - On-time delivery (within 10 business days) - Full documentation and traceability
Input Information	- Certified raw materials (e.g., steel rods) - Customer specifications and drawings - Production plan (batch size, schedule) - Inspection checkpoints
In-Process Output	- First Article Inspection (FAI) results - Statistical Process Control (SPC) data - Non-Conformance Reports (NCRs) - Inspection records/logs
Quality Inspection Process	- Receiving inspection of raw materials - In-process dimensional and surface checks - Final inspection before shipment - Review of customer feedback

Results	- Defect rate reduced from 2% to 0.5% of the total output - Improved customer satisfaction - Fewer complaints and returns
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1.1.1.1	Answer the following questions	(5 Marks)
a.	Discuss the three key importance of sourcing material from an approve supplier	(3 Marks)
b.	List two typical checkpoint for incoming raw materials inspection	(2 Marks)
Total Marks		/5

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1.1.1.2	Answer the following questions	(5 Marks)
a. Discuss the Five key reasons why First Article Inspection (FAI) data is important for monitoring process performance		
Total Marks		/5

1.1.1.3	Answer the following questions	(5 Marks)
a. Discuss the Five ways of inspecting final product quality before shipment		

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B) Strict liability C) Negligence-based liability D) Voluntary liability		
1.1.2.3 Under the CPA, who can be held liable for harm caused by a defective product? A) Only the manufacturer B) Only the retailer C) Any party in the supply chain D) Only the importer		/1
1.1.2.4 What is a “defect” under the CPA? A) Any product that is imported B) A product that is not reasonably safe or does not meet expected quality C) A product that is expensive D) A product that is handmade		/1
1.1.2.5 What must a consumer prove to claim damages under strict liability in the CPA? A) That the supplier was negligent B) That the supplier intended harm C) That the product was imported D) That the product was defective and caused harm		/1
1.1.2.6 What is the implied warranty of quality under the CPA? A) Goods must be suitable for intended purpose and of good quality B) Goods must be free C) Goods must be imported D) Goods must be on sale		/1

1.1.2.7 Can a supplier contract out of the implied warranty of quality under the CPA? A) Yes, with written agreement B) Only for imported goods C) No, it is prohibited D) Only for services		/1
1.1.2.8 Which transactions are generally exempt from the CPA? A) Sales to the state or large juristic persons above a threshold B) All retail sales C) All online sales D) All exports		/1
1.1.2.9 What is the role of the National Consumer Commission (NCC)? A) To set product prices B) To enforce consumer protection laws and investigate complaints C) To manufacture goods D) To provide legal advice to companies		/1
1.1.2.10 What must a supplier do if a product recall is necessary? A) Ignore the issue B) Conduct a risk analysis, notify regulators, and communicate with consumers C) Only inform the manufacturer D) Increase the price		/1
Total Marks		/10

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1.1.3.1	Match column A with column B and write correct answer in the space provided.		
	(10 Marks)		
COLUMN A	COLUMN B	Answer	Marks
1.1.3.1.1 Slippery floor	A. Used to protect eyes from debris		/1
1.1.3.1.2 PPE	B. Should be reported and cleaned up immediately		/1
1.1.3.1.3 First aid	C. Used to prevent electrostatic discharge		/1
1.1.3.1.4 Reporting hazards	D. Protective equipment worn by employees		/1
1.1.3.1.5 Safety glasses	E. Providing medical assistance after an injury		/1
1.1.3.1.6 Anti-static wrist strap	F. Reviewing what caused an incident		/1
1.1.3.1.7 Safety procedures	G. Where products are checked for defects		/1
1.1.3.1.8 Inspection station	H. Telling management about unsafe conditions		/1
1.1.3.1.9 Immediate response	I. Following established safety rules		/1
1.1.3.1.10 Accident investigation	J. Acting quickly after an incident		/1
Total marks			/10

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1.1.3.2	Indicate whether the following statement is True or False, circle the correct answer.		
	(5 Marks)		
a.	All employees in the quality inspection department must always wear personal protective equipment (PPE).	True	False
b.	Reporting hazards immediately can help prevent workplace accidents.	True	False
c.	Safety in the workplace is the responsibility of the occupational health and safety practitioner.	True	False
d.	Slippery floors are a common cause of workplace injuries in inspection areas.	True	False
e.	High workload and tight deadlines justify skipping safety procedures.	True	False
Total			/5

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Question 2.1

(45 Marks)

2.1.1	Match column A with column B and write correct answer in the space provided.		
	(10 Marks)		
COLUMN A	COLUMN B	Answer	Marks
2.1.1.1 Check if the measuring equipment matches the required specification for the process.	A. Contamination inspection		/1
2.1.1.2 Verify that input materials are measured using calibrated equipment	B. Corrective action implementation		/1
2.1.1.3 Inspect output products for dimensional accuracy using appropriate tools.	C. Procedure compliance check		/1
2.1.1.4 Compare measured values to documented specifications.	D. Specification compliance check		/1
2.1.1.5 Inspect equipment for signs of contamination affecting measurements.	E. non-critical equipment usage		/1
2.1.1.6 Check that measurement procedures follow standard operating instructions.	F. Measurement result recording		/1
2.1.1.7 Ensure corrective actions are taken when measurements fall outside specifications.	G. Output dimensional inspection		/1
2.1.1.8 Confirm that non-calibrated equipment is only used for non-critical checks.	H. Process parameter monitoring		/1
2.1.1.9 Verify that measurement results are recorded accurately.	I. Specification comparison		/1
2.1.1.10 Confirm that process parameters are monitored with functioning instruments.	J. Calibrated equipment verification		/1
Total marks			/10

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SOP: Inspection for Conformance and Quality Assurance Compliance

Purpose:

To ensure that all products, materials, or processes meet specified requirements and comply with established quality assurance standards.

Scope:

This procedure applies to all inspections conducted within the organization, covering incoming materials, in-process items, and finished products.

Procedure:

1. Review Specifications:

Obtain and review the relevant specifications, drawings, and quality standards before beginning the inspection.

2. Prepare Inspection Tools:

Ensure all measuring and testing equipment is calibrated and suitable for the inspection task.

3. Conduct Inspection:

- Inspect items according to the specified criteria and quality assurance standards.
- Record all findings, including any deviations from specifications.

4. Document Results:

Complete inspection reports, noting compliance or non-conformance. Attach supporting evidence (photos, measurements, test results) as required.

5. Report Non-Conformance:

Immediately report any non-conformances to the quality assurance team and follow the established process for corrective action.

6. Ensure Compliance:

Verify that all inspection activities and documentation comply with the organization's quality assurance system and regulatory requirements.

7. Continuous Improvement:

Provide feedback and suggestions for process improvements based on inspection findings.

2.1.2	Answer the following questions based on the SOP above	(10 marks)
2.1.2.1	Discuss the main purpose of this SOP	(2 Marks)
2.1.2.2	Describe the appropriate environment for conducting the inspection	(2 marks)
2.1.2.3	Name three requirements that need to be met during the inspection process	(3 marks)
2.1.2.4	Identify three steps to take if a non-conformance is found during an inspection	(3 Marks)
Total Marks		/10

2.1.3	Answer the following questions	(5 Marks)
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(5 Marks)

[illegible]

Checklist for reporting indicators:

Checklist Item	Completed (✓/X)	Comments
Inspection Schedule Compliance	X	
Inspector Qualification Verification	✓	
Documentation Preparedness	X	

Raw Material Conformance	✓	
Equipment Calibration Status	✓	
Process Control Checklist Completion	X	
Production Batch Identification	✓	
Pre-Inspection Area Preparation	X	
Safety and PPE Readiness	✓	
Stakeholder Notification	X	

2.1.4	Read the Checklist above, think of your own work environment as a Quality Inspector and answer the following questions (10 Marks)
2.1.4.1 Identify two factors that may result in non-completion of the Inspection Schedule Compliance (2 Marks)	
2.1.4.2 Identify two factors that may result in non-completion of the Documentation Preparedness (2 Marks)	
2.1.4.3 Identify two factors that may result in non-completion of the Process Control Checklist Completion (2 Marks)	

2.1.4.4 Identify two factors that may result in non-completion of the Pre-Inspection Area Preparation	(2 Marks)
2.1.4.5 Identify two factors that may result in non-completion of the Stakeholder Notification	(2 Marks)
Total Marks	/10

A Reporting Template:

Checklist Item	Completed (✓/X)	Comments
Inspection Schedule Compliance	X	Non-conformance
Inspector Qualification Verification	✓	Conformance
Documentation Preparedness	X	Non-conformance
Raw Material Conformance	✓	Conformance
Equipment Calibration Status	✓	Conformance

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Process Control Checklist Completion	X	Non-conformance
Production Batch Identification	✓	Conformance
Pre-Inspection Area Preparation	X	Non-conformance
Safety and PPE Readiness	✓	Conformance
Stakeholder Notification	X	Non-conformance

2.1.4.	Analyse the Reporting Template above, think of your own work environment as a Quality Inspector and answer the following questions (10 Marks)
2.1.4.1	Discuss two recommendations to resolve Inspection Schedule Compliance non-conformance. (2 Marks)
2.1.4.2	Discuss two recommendations to resolve the Documentation Preparedness non-conformance. (2 Marks)

2.1.4.3 Discuss two recommendations to resolve the Process Control Checklist Completion non-conformance. (2 Marks)	
2.1.4.4 Discuss two recommendations to resolve the Pre-Inspection Area Preparation non-conformance. (2 Marks)	
2.1.4.5 Discuss two recommendations to resolve the Stakeholder Notification non-conformance. (2 Marks)	
Total Marks	/10

Question 3.1 (35 Marks)

Case Study

During the final inspection of a batch of manufactured metal parts, the quality inspector notices that several pieces have surface scratches and do not meet the specified smoothness criteria outlined in the product's quality standards. According to the inspection checklist, all parts must have a smooth, scratch-free finish before packaging.

The inspector documents the non-conformance by filling out a Non-Conformance Report (NCR), noting the batch number, the nature of the defect, and attaching photos as evidence.

Tabulated QI Results:

Item/Parameter	Specification	Actual Result	Conformance (Yes/No)
Surface Finish	Smooth, no scratches	Minor scratches found	No
Length (mm)	100 ± 0.5	99.8	No
Weight (g)	50 ± 2	52	Yes
Hardness (HRC)	≥ 60	58	Yes

3.1.1.1	Red the above case study and answer the following questions	(10 Marks)
a. Identify the problem statement.		(2 Marks)

b. Explain two key reasons why data collection is essential during the problem-solving process.	
(4 Marks)	
c. Discuss the two key reasons for verifying the root cause.	
(4 Marks)	
Total Marks	/10

3.1.1.2	Red the above case study and answer the following questions	(10 Marks)
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Corrective Action Report (CAR) Template

Section	Details
Report Number	
Date	16 October 2025
Department	Quality Assurance
Prepared by	
Description of Non-Conformance	
Immediate Actions Taken	- Quarantined affected batch - Filed NCR - Attached photos and inspection records
Corrective Actions	
Preventive Actions	
Verification of Effectiveness	- Inspect future batches - Monthly maintenance log review - Quarterly communication audit

3.1.2	Red the above CAR Report and answer the following questions	(5 Marks)
3.1.2.1	Name one item that needs to be mentioned in the non-conformance description	
	(1 Mark)	
3.1.2.2	List two key reasons for Corrective Actions Report Number.	(2 Marks)

3.1.2.2 List the two importance of identifying the person responsible for preparing CAR (2 Marks)	
Total Marks	/5

3.1.3	Red the above CAR Report and answer the following questions	10 Marks)
3.1.3.1	Explain three reasons why it is important to make recommendations for addressing non-conformance.	(6 Marks)

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3.1.3.2 Identify two corrective actions that may be implemented to address the non-conformance. (2 Marks)	
3.1.3.3 Identify two preventative actions that may be implemented to address the non-conformance. (2 Marks)	
Total Marks	/10

..... **TOTAL 120 MARKS**

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Marks Allocation Grid (For use by Assessor Only)

Question 1.1	Marks	Allocated Marks
1.1.1	15	
1.1.2	10	
1.1.3	15	
Total Question 1.1	40	
Question 2.1	Marks	Allocated Marks
2.1.1	10	
2.1.2	10	
2.1.3	5	
2.1.4	10	
2.1.4	10	
Total Question 2.1	45	
Question 3.1	Marks	Allocated Marks
3.1.1	20	
3.1.2	5	
3.1.3	10	
Total Question 3.1	35	
Total marks obtained		
Percentage obtained		

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Assessor Details

Assessor Name and Surname	
Registration Number	
Signature	
Date	

Moderator Details

Moderator Name and Surname	
Registration Number	
Signature	
Date	

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