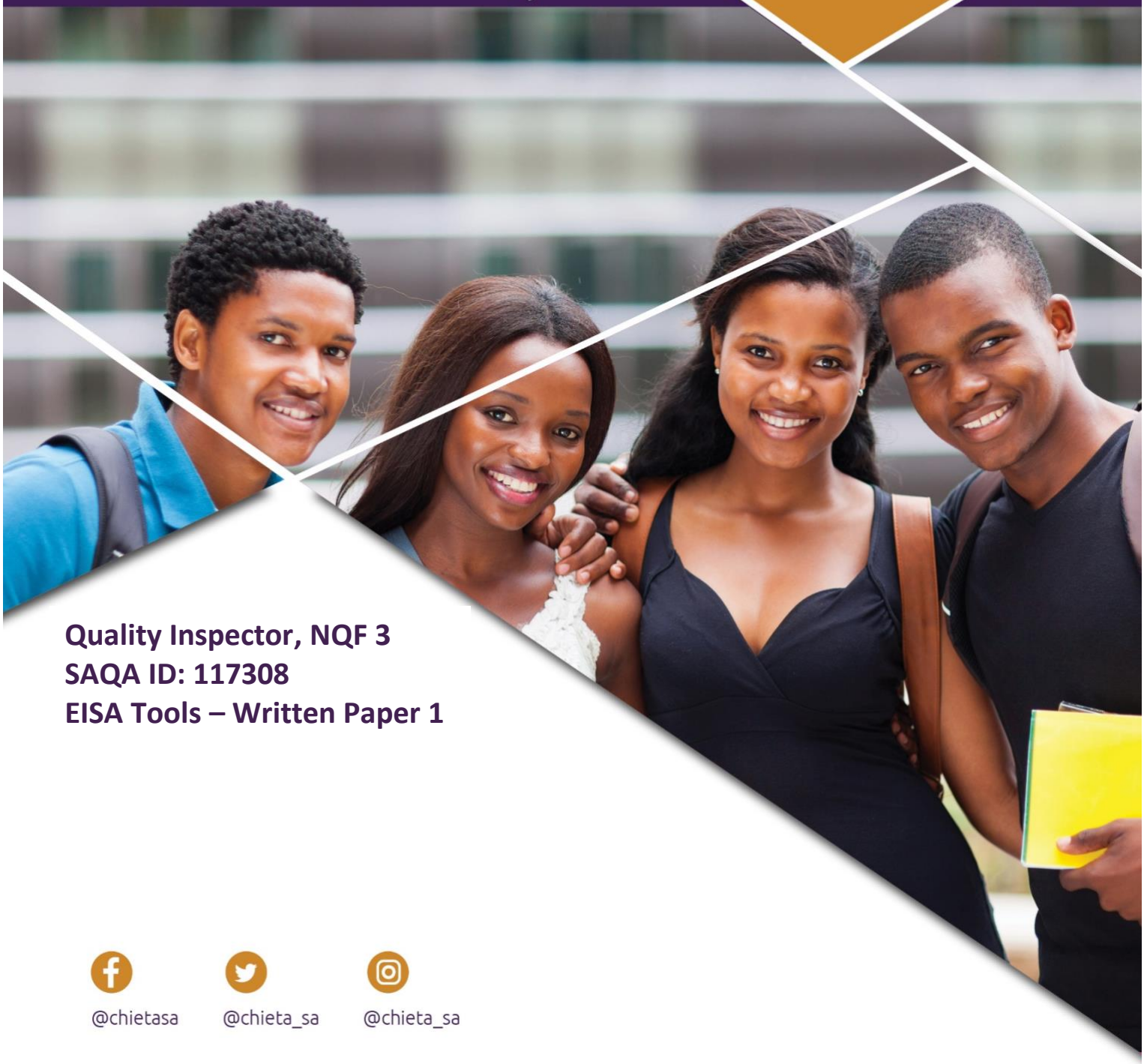
CHIETA
INNOVATING FOR IMPACT

An innovation leader in education and training



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

@chietasa @chieta_sa @chieta_sa

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

Quality Inspector

Memorandum 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%**

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | **Toll Free Line:** 0800 111 173

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……

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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.

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | **Toll Free Line:** 0800 111 173

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

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

Results	- Defect rate reduced from 2% to 0.5% of the total output - Improved customer satisfaction - Fewer complaints and returns

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)**

Any THREE key importance

1. Approved suppliers have been evaluated and meet the required quality standards, ensuring that the raw materials provided are consistent, reliable, and suitable for production needs.
2. Materials from approved suppliers are typically accompanied by proper documentation and certificates, making it easier to trace the origin of materials and demonstrate compliance with industry regulations and customer requirements.
3. Using approved suppliers reduces the risk of receiving substandard or non-conforming materials, which can lead to production delays, increased costs, or product failures, ultimately protecting the company's reputation and customer satisfaction.
4. Sourcing raw materials from approved supplier helps maintain budget through stable pricing of raw materials.
5. Sourcing raw materials from approved suppliers helps build long term relationships which could result to volume discounts and better leverages.

b. List two typical checkpoint for incoming raw materials inspection **(2 Marks)**

Any TWO typical checkpoints

1. Visual Inspection for Defects
2. Verification of Material Certificates
3. Dimensional Checks

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

4. Identification and Traceability 5. Chemical and Physical Property Testing	
Total Marks	**5**

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		**(5 Marks)**
1. FAI data confirms that the manufacturing process can produce parts that meet all customer specifications before full-scale production begins. 2. By analysing FAI results, any deviations or defects are identified early, allowing for immediate corrective actions and preventing large-scale production of non-conforming parts. 3. FAI establishes a reference point for future inspections and process control, helping to detect process drift or changes over time. 4. Providing FAI data demonstrates to customers that their requirements are understood and met, building trust and often fulfilling contractual or regulatory obligations. 5. Trends and findings from FAI data can highlight areas for process optimization, training needs, or equipment upgrades, supporting ongoing quality improvement initiatives.		
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		**(5 Marks)**
1. Use calibrated tools such as callipers, micrometres, or gauges to verify that all critical dimensions and tolerances match the customer's specifications.		

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

2. Examine the product for surface defects, scratches, dents, discoloration, or other visible imperfections that could affect appearance or function. 3. Perform tests to ensure the product operates as intended under normal and specified conditions (e.g., electrical tests, pressure tests, or fit checks). 4. Confirm that all required documentation such as inspection reports, certificates of compliance, and traceability records are complete and accurate for each batch. 5. Check that products are packaged according to customer requirements, with correct labelling, barcodes, and handling instructions to prevent damage during transit.	
Total Marks	**5**

1.1.2	**Choose the correct letter and write in the space provided**	**(10 Marks)**
Question Statement	**Answer Column**	**Marks Obtained**
1.1.2.1 Which law primarily governs product liability in South Africa? A) Companies Act B) Consumer Protection Act C) Labour Relations Act D) Competition Act	B	1
1.1.2.2 What type of liability does the Consumer Protection Act impose for harm caused by defective products? A) No liability B) Strict liability C) Negligence-based liability D) Voluntary liability	B	1

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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	C	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	B	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	D	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	A	1
1.1.2.7 Can a supplier contract out of the implied warranty of quality under the CPA? A) Yes, with written agreement	C	1

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

B) Only for imported goods C) No, it is prohibited D) Only for services		
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**	A	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	B	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	B	1
Total Marks		**10**

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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	B	
1.1.3.1.2 PPE	B. Should be reported and cleaned up immediately	D	
1.1.3.1.3 First aid	C. Used to prevent electrostatic discharge	E	
1.1.3.1.4 Reporting hazards	D. Protective equipment worn by employees	H	
1.1.3.1.5 Safety glasses	E. Providing medical assistance after an injury	A	
1.1.3.1.6 Anti-static wrist strap	F. Reviewing what caused an incident	C	
1.1.3.1.7 Safety procedures	G. Where products are checked for defects	I	
1.1.3.1.8 Inspection station	H. Telling management about unsafe conditions	G	
1.1.3.1.9 Immediate response	I. Following established safety rules	J	
1.1.3.1.10 Accident investigation	J. Acting quickly after an incident	F	
Total marks			**10**

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 1

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

b.	Reporting hazards immediately can help prevent workplace accidents.	True	False 1
c.	Safety in the workplace is the responsibility of the occupational health and safety practitioner.	True	False 1
d.	Slippery floors are a common cause of workplace injuries in inspection areas.	True	False 1
e.	High workload and tight deadlines justify skipping safety procedures.	True	False 1
Total			**5**

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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.

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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)**

The main purpose of this SOP is to ensure that all products, materials, or processes are inspected to confirm they meet the required specifications and quality standards, and to guarantee compliance with the organization's quality assurance system.

2.1.2.2 Describe the appropriate environment for conducting the inspection **(2 marks)**

The inspection should be performed in a controlled environment that meets the organisation's quality assurance requirements, ensuring that external factors do not affect the accuracy of the inspection result.

2.1.2.3 Name three requirements that need to be met during the inspection process **(3 marks)**

Any Three requirements

1. Establish required product standards.
2. Verify if trained personnel are available to perform said inspection process
3. Verify if testing tools are properly calibrated
4. Establish applicable procedures to be used during the inspection process
5. Compare with traceable records to ensure product quality and compliance
6. **T**echnical drawings
7. Product requirements
8. Quality standards provided by the organization or customer

2.1.2.4 Identify three steps to take if a non-conformance is found during an inspection

(3 Marks)

Any THREE steps as these may not be the only steps to consider

1. Immediately report to the quality assurance team
2. Document in the inspection report
3. Establish corrective action process should be followed

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

4. Establish the cause or source of non-conformance	
Total Marks	**10**

2.1.3	**Answer the following questions**	**(5 Marks)**
2.1.3.1 List five benefits of accurately recording non-conformances.		**(5 Marks)**
Any FIVE benefits 1. facilitates effective corrective actions. 2. Support compliance and auditing. 3. Improves product and process quality. 4. Enhances communication and accountability. 5. Protects reputation and customer trust. 6. Enables timely decision making. 7. Reduces cost associated with errors. 8. Promotes a culture of quality and continuous learning.		
Total Marks		**5**

A 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	

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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) 1. Last-minute changes in production priorities and unexpected equipment downtime. 2. Coordination issues between departments leading to missed or delayed scheduling of inspections.	
2.1.4.2 Identify two factors that may result in non-completion of the Documentation Preparedness (2 Marks) 1. Updated material certificates and previous inspection reports was not fully available to the quality inspector. **2. D**elays in receiving documents from suppliers and incomplete record-keeping from previous production batches	
2.1.4.3 Identify two factors that may result in non-completion of the Process Control Checklist Completion (2 Marks) 1. Insufficient availability of quality inspectors and increased workloads during peak production periods. **2.** Quality inspectors have not received sufficient training on the most recent checklist requirements.	
2.1.4.4 Identify two factors that may result in non-completion of the Pre-Inspection Area Preparation (2 Marks)	

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

1. An ongoing maintenance and cleaning activities that overlapped with the inspection schedule **2.** Limited availability of housekeeping staff and lack of clear assignment of responsibilities contributing to areas being cluttered or not meeting the required standards for inspection readiness.	
2.1.4.5 Identify two factors that may result in non-completion of the Stakeholder Notification (2 Marks) 1. Not all relevant stakeholders were notified about the upcoming inspection. **2.** Communication breakdowns and the absence of a formal notification process.	
Total Marks	**10**

A Reporting Template:

Checklist Item	Completed (✓/✗)	Comments
Inspection Schedule Compliance	✗	Non-conformance
Inspector Qualification Verification	✓	Conformance
Documentation Preparedness	✗	Non-conformance
Raw Material Conformance	✓	Conformance
Equipment Calibration Status	✓	Conformance
Process Control Checklist Completion	✗	Non-conformance
Production Batch Identification	✓	Conformance
Pre-Inspection Area Preparation	✗	Non-conformance
Safety and PPE Readiness	✓	Conformance
Stakeholder Notification	✗	Non-conformance

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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)

Any TWO recommendations

1. Implement a centralized digital scheduling system accessible to all relevant departments.
2. Establish regular coordination meetings between production, maintenance, and quality teams to review and confirm inspection schedules.
3. Assign a dedicated coordinator responsible for monitoring and updating the inspection calendar.

Set automated reminders and alerts for upcoming inspections.

2.1.4.2 Discuss two recommendations to resolve the Documentation Preparedness non-conformance. (2 Marks)

Any TWO recommendations

1. Standardize document submission deadlines and communicate them clearly to suppliers and internal teams.
2. Transition fully to a digital document management system with version control and easy access for inspectors.
3. Conduct periodic audits to ensure all required documents (e.g., material certificates, previous inspection reports) are complete and up to date.
4. Provide training for staff on proper documentation practices and system usage.

2.1.4.3 Discuss two recommendations to resolve the Process Control Checklist Completion non-conformance. (2 Marks)

Any TWO recommendations

1. Ensure adequate staffing levels during peak production periods to allow time for checklist completion.
2. Provide refresher training for all relevant staff on the latest process control checklist requirements.
3. Integrate checklist completion into daily shift routines and make it a mandatory step before moving to the next production phase.

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

4. Monitor checklist completion rates and follow up promptly on any gaps.
2.1.4.4 Discuss two recommendations to resolve the Pre-Inspection Area Preparation non-conformance. (2 Marks) **Any TWO recommendations** 1. Develop and communicate clear housekeeping and area preparation standards for all inspection zones. 2. Assign specific staff or teams responsible for preparing each inspection area, with defined roles and checklists. 3. Schedule area preparation activities in advance and coordinate them with the inspection timetable to avoid overlap with maintenance or production. 4. Conduct regular audits of inspection areas to ensure ongoing compliance with cleanliness and organization standards. 5.Provide training for staff on the importance of area readiness and the impact on inspection outcomes.
2.1.4.5 Discuss two recommendations to resolve the Stakeholder Notification non-conformance. (2 Marks) **Any TWO recommendations** 1. Create a formal stakeholder notification process, including a checklist of who needs to be informed before inspections. 2. Use automated communication tools (e.g., email distribution lists, messaging apps) to ensure timely notifications. 3. Maintain a log of notifications sent and require acknowledgment from recipients. 4. Review and update the stakeholder list regularly to ensure all relevant parties are included.

Total Marks	**10**

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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)**

Several metal parts have surface scratches and do not meet the required smoothness specification.

b. Explain two key reasons why data collection is essential during the problem-solving process.

(4 Marks)

Any TWO key reasons

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

1. Accurate Problem Identification - Data helps to clearly define the scope and nature of the non-conformance, ensuring that the real issue is addressed rather than assumptions. 2. Root Cause Analysis - Reliable data provides evidence needed to trace the origin of a problem, making techniques like the 5 Whys or Fishbone Diagram more effective. 3. Decision Making - Data-driven decisions are more objective and justified, reducing bias and increasing the likelihood of selecting the best corrective actions. 4. Monitoring and Verification - Collecting data before and after implementing solutions allows teams to measure effectiveness and confirm that the problem has been resolved. 5. Continuous Improvement - Historical data enables organizations to spot trends, prevent recurrence, and improve processes over time, leading to higher quality standards.
c. Discuss the two key reasons for verifying the root cause. (4 Marks) **Any TWO key reasons** 1. If the root cause is not accurately verified, corrective actions may only treat symptoms, not the underlying problem. This can lead to recurring non-conformances and wasted resources. 2. By confirming the true root cause, organizations can implement solutions that prevent the issue from happening again, improving long-term quality and reliability. 3. Verification helps avoid unnecessary changes or investments in areas that are not contributing to the problem. This ensures time, money, and effort are focused where they will have the greatest impact. 4. When the root cause is verified, stakeholders (management, customers, auditors) gain confidence in the organization's ability to solve problems systematically and effectively. 5. Accurate root cause verification provides valuable learning for the organization. It helps refine processes, update training, and improve systems, contributing to ongoing improvement in quality management.
Total Marks **10**

3.1.1.2	**Red the above case study and answer the following questions**	**(10 Marks)**
a. Identify and discuss five tools suitable for investigating a non-conformance (10 Marks) **Any FIVE tools**		

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

1. Fishbone Diagram (Ishikawa) - Organises potential problem causes into categories for effective brainstorming and root cause analysis. 2. 5 Whys Technique - Drills down to the root cause by repeatedly asking "Why?" It is simple and effective for identifying the source of process-related problems for each answer provided. 3. Pareto Analysis applies the 80/20 rule to pinpoint the main causes of non-conformance and directs improvements toward those few factors responsible for most issues. 4. Process Mapping shows each step of a process to help identify errors, inefficiencies, bottlenecks, redundancies, and potential mistakes. 5. Control Charts (Statistical Process Control): Track process variation over time to identify trends, shifts, or irregularities that may signal non-conformance. 6. Failure Mode and Effects Analysis (FMEA) systematically identifies potential process failures, assesses their impact, prioritises risks, and guides preventive or corrective controls. 7. Check Sheets are structured forms used to collect and analyse defect or non-conformance data, providing quantitative evidence for investigations and pattern identification.	
Total Marks	**10**

Corrective Action Report (CAR) Template

Section	**Details**
Report Number	
Date	16 October 2025
Department	Quality Assurance
Prepared by	
Description of Non-Conformance	

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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) **Any ONE item** 1. Product/Batch Identification 2.Nature of the Non-Conformance 3.Location/Process Step 4. Specification/Requirement Not Met 5.Extent/Severity of the Issue.		
3.1.2.2 List two key reasons for Corrective Actions Report Number. **Any TWO key Reasons** 1. Unique Identification 2. Traceability 3. Record Keeping and Auditing 4. Accountability 5. Data Analysis and Continuous Improvement		**(2 Marks)**

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

3.1.2.3 List the two importance of identifying the person responsible for preparing CAR (2 Marks) **Any TWO importance** 1. Accountability 2. Clarity and Communication 3. Traceability 4. Quality and Consistency	
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)** **Any THREE Reasons** 1. Recommendations offer specific, actionable steps to resolve the identified issue, ensuring that the team knows exactly what needs to be done. 2. By suggesting improvements or changes, recommendations help prevent the same non-conformance from happening again, supporting continuous improvement. 3. Recommendations clarify who should take action and what those actions are, making it easier to assign responsibility and track progress. 4. Well-founded recommendations give management the information needed to approve resources, changes, or investments required to fix the problem. 5. Recommendations ensure that corrective actions align with company policies, industry standards, and regulatory requirements, helping maintain compliance.		
3.1.3.2 Identify two corrective actions that may be implemented to address the non-conformance. **(2 Marks)** **Any TWO corrective actions**		

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

1. Replace conveyor belt 2. Inspect all belts 3. Rework or scrap affected parts 4. Switch over to a stand-by alternative equipment 5. Completely shutting down the process	
3.1.3.3 Identify two preventative actions that may be implemented to address the non-conformance. (2 Marks) **Any TWO preventative actions** 1. Update/enforce maintenance schedule 2. Staff training 3. Improve team communication 4. Update the process requirements	
Total Marks	**10**

…… TOTAL 120 MARKS……..……

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

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		

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | Toll Free Line: 0800 111 173

Assessor Details

Assessor Name and Surname	
Registration Number	
Signature	
Date	

Moderator Details

Moderator Name and Surname	
Registration Number	
Signature	
Date	

CHIETA HEAD OFFICE:
Tel: 011 628 7000
72 New Road, Glen Austin AH (Grand Central), Midrand, 1685

WESTERN CAPE
Tel: 021 551 1113/4
Unit B2, Cnr Race Course & Omuramba Roads, Montague Gardens, 7441

KWAZULU-NATAL
Tel: 031 368 4040
1 The Boulevard, Westway Office Park, Block D, Westville, Durban, 3630

PORT ELIZABETH
Tel: 041 509 6478
Struanway Block E, New Brighton, Port Elizabeth, 6001

@CHIETA_SETA @chietasa @chieta_sa www.chieta.org.za

Anti-Fraud Line: 0800 333 120 | **Toll Free Line:** 0800 111 173