Centre No.					Pape	r Refer	ence			Surname	Initial(s)
Candidate No.			1	5	0	4	/	0	3	Signature	

Paper Reference(s)

1504/03

Edexcel GCSE

Business and Communication Systems

Paper 3F

Foundation Tier

Thursday 21 May 2009 – Afternoon

Time: 1 hour

Materials	required	for	examination
Nil			

Items	included	with	question	papers
Nil				

Instructions to Candidates

In the boxes above, write your centre number, candidate number, your surname, initial(s), and signature.

Answer ALL the questions. Write your answers in the spaces provided in this question paper. Do not use pencil. Use blue or black ink.

Information for Candidates

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). The total mark for this paper is 63.

There are 12 pages in this question paper. Any blank pages are indicated.

You will be awarded up to 3 marks for quality of written communication.

Advice to Candidates

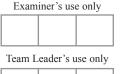
Calculators, English and bilingual dictionaries may be used.

You are reminded of the importance of clear and orderly presentation in your answers.

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Question Number	Leave Blank
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Context - B & R Engineering Ltd

James Broadfield founded Broadfield Engineering, just outside Birmingham, in 1946. In 1962, Paul Rose joined the flourishing business as a partner and it was renamed B & R Engineering. It is near to its main customers, the Midland car industry and its raw material suppliers, the steel industry, making this an ideal location.

In 1984, Paul's son, Andrew, joined the business straight from school at 16. Today, following the retirement of both James and Paul, Andrew is the Managing Director and sole shareholder of B & R Engineering Ltd at its new bigger factory also just outside Birmingham.

B & R Engineering Ltd specialises in the manufacture of machine press tools and prototype parts. Its main customers are component companies that produce components, such as gear boxes, clutches and brake assemblies, for the motor car industry nationally and internationally (see chart).

The company has increased its turnover by 40% in the last 18 months and is now planning further investment in new technology to ensure it stays competitive. It has also invested heavily in CAD/CAM, using American software which has been specially developed for its needs.

The workforce consists of

Andrew Rose – Managing Director and owner Peter Daniels – Works Manager Shefali Mir – Accountant/Office Manager 5 Machine Tool Makers 3 CNC Operators* Joe Jopling – Workshop Support Technician Mary Boyd – Receptionist/WP Operator Andrea Kitchen – part-time Wages Clerk

Many of the machines are on an automated 24-hour cycle, so staff work shifts to oversee the machines. Early shift 6 am - 2 pm, afternoon shift 2 pm - 10 pm, night shift 10 pm - 6 am.

The machine tool makers and CNC operators are very highly skilled and, along with Joe Jopling, trained to use the machinery.

B & R Engineering Ltd relies heavily on electronic communication and, because the factory is potentially a dangerous environment, there are many health and safety notices around the factory.

* CNC stands for computer numerical control and refers to a computer that drives a machine tool – candidates only need to know that a CNC operator operates the computer which drives the machine tool.



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The following chart shows where the business fits into the chain of production for the car manufacturing industry.

Raw Steel Stockists

B & R Engineering Ltd

SPECIALIST MACHINE PRESS TOOL AND PROTOTYPE PARTS MAKERS DESIGNS AND PRODUCES THE TOOLS THAT WORK IN THE MACHINES THAT MAKE THE CAR PARTS

Component Manufacturer

eg MAKES PARTS FOR CARS USING THE TOOLS DESIGNED AND PRODUCED BY B & R ENGINEERING LTD

Car Plant

ASSEMBLES CARS

N 3 3 8 4 4 A 0 3 1 2

3

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Answer ALL questions.

1.	(a)		nplete each of the best answer.	sentences below. Circle	the ONE word or ph	rase which gives
		(i)	To obtain steel fro	om a supplier, B & R En	gineering Ltd would	use
			an invoice	an order	a cheque	a delivery note
		(ii)	If a letter was sign	ned 'Yours faithfully', it	would begin	
			Dear Sir	Dear Mrs Boynton	Dear Mr Brown	Dear Ted
		(iii)	An alphabetical pr	rint out of B & R Engine	eering Ltd's employee	es is
			a calculation	a search	an edit	a sort
		(iv)	A list of items to b	pe discussed at a meetin	g is	
			an action plan	an agenda	an itinerary	a flowchart

(vi) Employees wo	orking hours to suit th	em is		
flexitime	overtime	part-time	full-time	
				(6)

file

formula

(v) A is used for calculations in a spreadsheet

field

N 3 3 8 4 4 A 0 4 1 2

font

-		th of the questions (i)–(iv), write the letter A, B, C or D to Use the box provided.	show the correc
	(i) Re	ading postcodes on letters is	
	A	OCR (optical character reader)	
	В	MICR (magnetic ink character recognition)	
	C	EPOS (electronic point of sale)	
	D	EDI (electronic data interchange)	Answer
	(ii) An	input device is a	
	A	computer monitor	
	В	plotter	
	C	printer	
	D	digital camera	Answer
	(iii) Th	e chain of command is	
	A	the authority to perform a task	
	В	the levels of authority in a business	
	C	the path along which decisions and orders pass	
	D	the number of workers directly controlled by one person	Answer
	(iv) A	might be used in a presentation.	
	A	questionnaire	
	В	style sheet	
	C	transparency	
	D	schedule	Answer
			(4)

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c) (1)	What is an electronic mailbox?
	(2)
(ii)	Why might B & R Engineering Ltd use email?
	(3)
(iii)	Explain the benefits of using video conferencing might bring to B & R Engineering Ltd.
(iii)	Explain the benefits of using video conferencing might bring to B & R
(iii)	Explain the benefits of using video conferencing might bring to B & R
(iii)	Explain the benefits of using video conferencing might bring to B & R
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(iii)	Explain the benefits of using video conferencing might bring to B & R
(iii)	Explain the benefits of using video conferencing might bring to B & R

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2.	Hea	alth a	and safety is important at B & R Engineering Ltd because of the machinery used. and Safety notices are placed in all of the workshops. These notices are prepared esktop publishing (DTP).	
	(a)	(i)	Explain how the facilities in DTP will help in preparing these Health and Safety notices.	
			(6)	

N 3 3 8 4 4 A 0 7 1 2

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	Why do you think it might be a good idea to have presentations?	
•••••		
		•••••
	hing tool makers and CNC energtors are paid a galaxy	(6)
	hine tool makers and CNC operators are paid a salary.	(6)
	hine tool makers and CNC operators are paid a salary. What is meant by a salary?	(6)
		(6)
		(6)
		(6)
i)	What is meant by a salary?	(6)
i)		
nco	What is meant by a salary?	

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	(2)	(iv) V	Why do you think these shift workers get paid an extra allowance?
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			(2)
			(2)
			(2)

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) (i)	Explain TWO reasons why B & R Engineering Ltd's employees receive this training.
	(8)
(ii)	Do you think employees would be happy to receive this training?

10

Assess the importance of a	a shift system to B & R Engineering Ltd.
	(8)
	(Total 20 marks)
	Quality of Written Communication: 3 marks
	TOTAL FOR PAPER: 63 MARKS END

