Centre No.			Paper Reference			Surname	Initial(s)				
Candidate No.			1	5	0	4	/	0	4	Signature	

Paper Reference(s)

1504/04

Edexcel GCSE

Business and Communication Systems

Paper 4H

Higher Tier

Thursday 21 May 2009 - Afternoon

Time: 1 hour

Materials	required	for	examination	Ite
Nil				Ni

Items included with question papers

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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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



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Answer ALL questions.

a) (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?
(11)	Do you think employees would be happy to receive this training:



(8) (Total 20 marks)	Assess the importance of a shift system to B &	R Engineering Ltd.
(8)		
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.) (i)	Discuss the reasons Mary might have had for using DTP to prepare the Health and Safety notices.
(ii)	Why do you think B & R Engineering Ltd uses notices in its factory?
(ii)	
(iii)	
(ii)	

Andrea Kitchen, the part-time wages clerk, uses a computer payroll program to calculate salaries. Employees are paid by BACS. (ii) How does paying employees by BACS benefit B & R Engineering Ltd?	(b) (i)	What is the difference between a wage and a salary?
Andrea Kitchen, the part-time wages clerk, uses a computer payroll program to calculate salaries. Employees are paid by BACS. (ii) How does paying employees by BACS benefit B & R Engineering Ltd?	(0) (1)	What is the difference occurrent a wage and a surary.
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calculate salaries. Employees are paid by BACS. (ii) How does paying employees by BACS benefit B & R Engineering Ltd?		(2)
(4)	An	drea Kitchen, the part-time wages clerk, uses a computer payroll program to culate salaries. Employees are paid by BACS.
	(ii)	How does paying employees by BACS benefit B & R Engineering Ltd?
(Total 20 marks)		
		(4)

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7

	R Engineering Ltd relies heavily on electronic communication. It communicates with the customers and suppliers through:
•	email video conferencing.
(a)	Justify the reasons B & R Engineering Ltd has for using either email OR video conferencing.

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	b
(10)	
(10)	



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Leave blank Andrew Rose, the Managing Director, believes good communication with customers and suppliers is very important. (b) Consider the influence of good communication and the implications if communication at B & R Engineering Ltd is poor.

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Q3	(10)		 	 	 			
	(Total 20 marks)							
	Quality of Written Communication: 3 marks							
	TOTAL FOR PAPER: 63 MARKS							
	END END							

