



UNIVERSITI KUALA LUMPUR
MALAYSIA FRANCE INSTITUTE

FINAL EXAMINATION
JANUARY 2011 SEMESTER

SUBJECT CODE : FVD 20603
SUBJECT TITLE : AUTOMOTIVE ADMINISTRATION AND MANAGEMENT
LEVEL : DIPLOMA
DURATION : 9.00am – 12.00pm
(3 HOURS)
DATE / TIME : 05 MAY 2011

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. Please write your answers on the answer booklet provided.
4. Answer should be written in blue or black ink except for sketching, graphic and illustration.
5. This question paper consists of TWO (2) sections. Section A and B. Answer all questions in Section A and TWO (2) questions in section B.
6. Answer all questions in English.

THERE ARE 5 PRINTED PAGES OF QUESTIONS,

SECTION A (Total: 60 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

a) State planning types that you know

(2 Marks)

b) Give **FIVE** reasons of the importance of planning.

(5 Marks)

c) State **FIVE** advantages of planning

(5 Marks)

Question 2

a) How do you control specialist tools

(5 Marks)

b) The manner in which material is actually kept in storage is categorized as heavy bulk, medium bulk, and bin storage. Discuss how Bin Storage is kept.

(5 Marks)

c) Give **TWO** main purposes of implementing the security procedure in an organization/company?

(2 Marks)

d) Explain the main objective of Code of Conduct that is being practice in an organization.

(3 Marks)

Question 3

- a) Describe the daily workshop flow process?
(3 Marks)
- b) There are modifications or accessories installation that **ARE NOT ALLOWED** by the RTD (JPJ). List **FIVE** modifications that are not allowed.
(5 Marks)
- c) How do you inspect a Fire Extinguisher?
(4 Marks)

Question 4

- a) **Employment Act 1955** is only applicable to certain categories of employees. Explain.
(5 Marks)
- b) State **THREE responsibilities of an employee** towards the employer as stated in the OSHA 94 Section 24 sub (1), (2) and (3).
(3 Marks)
- c) **The Children and Young Persons (Employment) Act 1966** is preventing the exploitation of child labour. They can work in certain area and with two conditions. Explain these **TWO** conditions and the type of job they are allowed to do.
(3 Marks)

- d) What is meant by "Leave" in accordance with **EMPLOYMENT ACT 1955 (ACT 265), SECTION 60E.**

(3 Marks)

- e) There are **FOUR** types of enforcement. One of the enforcement is "positive Enforcement". List the other **THREE** and explain any **TWO** types out of them.

(7 Marks)

SECTION B (Total: 40 marks)**INSTRUCTION: Answer two (2) questions only.****Please use the answer booklet provided****Question 5**

Defects	Number of pieces
Solder short	10
Misalignment	28
Tombstone	15
Torn	5
Dent	30
Insufficient solder	12
Two Tone color	20

Table – 1: data obtained from the inspection on a computer board (PCBA) line

Referring to the above Table 1, you are required to:

- a) Arrange back the data given in order of decreasing size. (5 Marks)
- b) Calculate the cumulative number of defect. (5 Marks)
- c) Calculate the cumulative percentage (%). (5 Marks)
- d) Draw a Pareto diagram. (5 Marks)

Question 6

A customer complains bitterly about the state of his car when he picks it up following a major service and repair. There are dirty marks on the upholstery and on the front wings, the radio does not work, the seat position has been interfered with and the clock is wrong. Describe the process that you would go through to deal with this customer's complaint, and the actions you might suggest to resolve the situation to the customer's satisfaction.

(20 Marks)

Question 7

In your service center, you have a problem to refuse the walk in customers. Every day, a walk-in customer is more than 30% and all of them want their vehicle to be serviced or repaired in the same day and they had refused your suggestion to make an appointment. In this scenario, what action should you take to handle walk in customer? List 3 best solution for you in order to overcome this situation? What is your advice to these kinds of customers in the future?

(20 Marks)

END OF QUESTIONS SCHEME