



UNIVERSITI KUALA LUMPUR
Malaysia France Institute

FINAL EXAMINATION
JULY 2010 SESSION

SUBJECT CODE : FVB 20103
SUBJECT TITLE : WORKSHOP ADMIN AND MANAGEMENT
LEVEL : BACHELOR
TIME / DURATION : 9.00am – 12.00pm
(3 HOURS)
DATE : 08 NOVEMBER 2010

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 questions paper consists of FIVE (5) questions. Answer all questions.
 6. Answer all questions in English.
-

THERE ARE 6 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.



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INSTRUCTION: Answer ALL Questions.**Total marks: 100****Question 1 (20 marks)**

- (a) List **TWO** (2) skills required for a good shop foreman.

(2 marks)

- (b) If your shop decides to have a parts department why is it important to assign a capable employee to manage the department?

(2 marks)

- (c) Lisa calls in and makes an appointment to bring her car into the shop on Tuesday for an oil change and to check out the strange noise that happens every time she applies the brakes. On Tuesday morning she arrives on time and speaks to Hannah, the service advisor. Hannah greets Ms. Lisa and verifies that she wants an oil change and that the noise appears to be coming from the right front of the car and only happens on hard braking, but it seems that the car stops fine with no pulling to either side. After writing up the repair, Hannah gets Ms. Lisa to verify that the information is correct and complete and gives her preliminary estimate for the oil change and tells her that since her car is only five months old with only 4360 miles on it, so the repair to the noise should be covered under her manufacturer's warranty. Hannah then sends the completed paperwork on to Dave, who dispatches the shop's work. Dave assigns the car to Tan Boong to check out the noise and perform the oil change. Tan Boong verifies the complaint and finds that there is a broken retainer clip on the right front brake pad. Because this is a faulty part, it is covered under warranty. Tan Boong gets the parts from Halim in the parts department and replaces the defective pad. He also completes the oil change and road tests the car. He then completes the paperwork. When the completed repair order returns to Hannah, she then calls over Ahmad, the shop foreman, and asks if he can road test the car again to ensure that everything is fine, because Ms. Lisa is one of their best customers. After his road test, Ahmad comes in and notifies Hannah that the car is fine and Hannah prepares the paperwork. She calls Ms. Lisa and gives her the good news that the noise is fixed and the only charge is for the oil change. Ms. Lisa can come and pick up the car at any time before 7 p.m. Ms. Lisa arrives at 5.30 p.m. to pick up

the car, pays the cashier, gets her receipt, and drives home. On Wednesday afternoon, the cashier calls Ms. Lisa to make sure she is satisfied. She is satisfied.

With reference to the case above answer the following questions.

I. LIST the sequence of events and

(7 marks)

II. By using the listed sequence of events, DRAW a workflow chart.

(4 marks)

(d) Why should you consider your shop to have a space to wash customer vehicles when the cost of additional square feet of building will increase the shop's fixed cost?

(3 marks)

(e) Why is the control of obsolescence and knowing what parts are selling or not in the parts department so important?

(2 marks)

Question 2 (20 marks)

(a) List **ALL** parts in the System View Model.

(4 marks)

(b) In the Systems View approach to management the employee is not always at fault when things don't go as planned. Explain what should be reviewed to prevent any further problems.

(2 marks)

(c) List **FIVE** (5) characteristics of an efficient manager.

(5 marks)

(d) There are **THREE** (3) major areas of stewardship that all managers must address, list them?

(3 marks)

(e) List all the differences between a Manager and a Leader.

(6 marks)

Question 3 (20 marks)

- (a) Explain briefly the concept of "Three Level of Performance"

(6 marks)

- (b) What is the purpose of the company's vision statement?

(2 marks)

- (c) What is different in the "Value Statements" verse the Mission Statement?

(4 marks)

- (d) List FOUR (4) methods of paying technicians. (Technician Pay Plans).

(4 marks)

- (e) If in a month 5 technicians of your produced 900 hours in sales and all of the technicians are paid using the flat rate system. What is the average hourly cost of labor sales for the month?

Table 1: Total hours per month for 5 technicians

	TECH 1	TECH 2	TECH 3	TECH 4	TECH 5
RM/hour	25.00	20.00	15.00	10.00	8.00
Total hours/month	195	190	185	190	140

(4 marks)

Question 4 (20 marks)

(a) List **FOUR** (4) simple principle of quality customer service.

(4 marks)

(b) Explain the 11/4 rule when the discussion is Customer Relations.

(2 marks)

(c) Why is the complaint handling process important to longevity of a service shop?

(2 marks)

(d) You are trying to track the actual average cost of sales for your service department. Currently you have four technicians working for you. Their information is as follows:

	Lisa	Fred	Omar	Horace
Technician Flat-Rate	\$26	\$20	\$14	\$8

By using this information, calculate the average cost of labor if:

I. Lisa, Fred, Omar and Horace produced 40 hours last week.

(3 marks)

II. Lisa produced 50 hours, Fred produced 40 hours, Omar produced 40 hours and Horace produced 30 hours last week.

(3 marks)

III. Lisa produced 60 hours, Fred produced 40 hours, Omar produced 36 hours and Horace produced 24 hours last week.

(3 marks)

(e) What is the purpose of "point-of-merchandising"?

(3 marks)

Question 5 (20 marks)

- (a) Based on your understanding, explain the term "Progressive Discipline" (3 marks)
- (b) List **ALL** the steps (according to the sequence order) taken for the complaint handling process. (9 marks)
- (c) Define the term *Negotiation*? (2 marks)
- (d) What is the difference between selling additional service and selling needed service? (2 marks)
- (e) If you are asked to invest \$2500 in a piece of equipment that you would charge the customer \$75 each time the equipment is used and it is expected to be use 100 times per year,
- I. What would you expect to be your R.O.I? (2 marks)
 - II. What would be the expected R.O.I percentage? (2 marks)

END OF QUESTION