



**UNIVERSITI KUALA LUMPUR
Malaysia France Institute**

**FINAL EXAMINATION
SEPTEMBER 2013 SESSION**

SUBJECT CODE : FVB 21004
SUBJECT TITLE : WORKSHOP ADMIN & MANAGEMENT
LEVEL : BACHELOR
TIME / DURATION : 2.5 HOURS
DATE :

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. Answer **ALL** questions in Section A. For Section B, answer any **THREE (3)** questions only.
 6. Answer all questions in English.
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THERE ARE 3 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 40 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

Explain the difference between Classic and Scientific management.

(10 marks)

Question 2

What are the **FOUR (4)** elements that make up the MBO management system and explain any one clearly?

(10 marks)

Question 3

a) What are the major fallacies of traditional management that reduces the efficiency of managers.

(4 marks)

b) List down the **SIX (6)** leadership traits.

(6 marks)

Question 4

Describe what is meant by Crosby's "Conformance to Requirements" You may use any examples.

(10 marks)

SECTION B (Total: 60 marks)**INSTRUCTION: Answer any THREE (3) questions only.****Please use the answer booklet provided.****Question 5**

a) What is the purpose of the company's vision statement?

(5 marks)

- b) What would be the reasons for an owner to allow her/his employees to help develop the company's mission statement?
(5 marks)
- c) 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.
(3 marks)
- d) From your point of view what are the characteristics of a good employee
(7 marks)

Question 6

Explain the following terms clearly:

- a) Internal Scan
(5 marks)
- b) Internal Scan
(5 marks)
- c) Ben Franklin Decision Model
(10 marks)

Question 7

- a) List **ALL** the main steps for repair process.
(5 marks)
- b) Describe a Fleet Service Department
(5 marks)
- c) Explain the major challenges to the independent shop when comparing its organization to the New Car and Lorry Dealership? .
(10 marks)

Question 8

- a) List **SIX (6)** skills required for a good shop foreman and explain any one in detail.
(10 marks)

- b) Explain the job responsibilities, the skills and abilities required for a Service Manager.

(10 marks)

END OF QUESTION