



UNIVERSITI KUALA LUMPUR
Malaysia France Institute

FINAL EXAMINATION
SEPTEMBER 2013 SESSION

SUBJECT CODE : FVD 24504 / FVD 20603
SUBJECT TITLE : AUTOMOTIVE MANAGEMENT / AUTOMOTIVE
ADMINISTRATION AND MANAGEMENT
LEVEL : DIPLOMA
DURATION : 3 HOURS
DATE / TIME :

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. For Section B. Answer TWO (2) questions only.
 6. Answer all questions in English.
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THERE ARE 4 PRINTED PAGES OF QUESTIONS,

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

In determining the New Site for your Automotive Workshop, certain aspects/criteria should be observed in order for your premise to be both customer and staff friendly.

- a) What are desirable features that the site should have? (4 Marks)
- b) What areas need to be considered when planning a layout? (4 Marks)
- c) What features contribute to a good layout? (4 Marks)

Question 2

As a manager in the Automotive workshop, you should understand the government rules and regulation / Act which need to be complied by the organization. This is to avoid any contravention to your organization which can bring your organization a bad reputation or fine accordingly.

- a) The Employment Act 1955 covers groups of employees in the private sector who are these groups? (4 Marks)
- b) Why does the Industrial Relations Act 1967 does is being introduced? (2 Marks)
- c) State Four (4) responsibilities of an employee towards the employer as stated in the OSHA 1994? (4 Marks)
- d) The Children and Young Persons (Employment) Act 1966 is preventing the exploitation of child labour. They can only work in certain area and with two main conditions. Explain these two condition and what types of job that they can do. (4 Marks)

Question 3

- a) Define what is a meeting? (2 Marks)
- b) Name TWO(2) major Meeting Categories AND give TWO(2) examples of each (4 Marks)
- c) Explain the differences between these two(2) meeting categories (8 Marks)

Question 4

- a) Consumer advertising can be further divided into *national advertising* and *local advertising*. Explain what is national advertising. (2 Marks)
- b) The manner in which material is actually held in storage is generally categorized in three methods: heavy bulk, medium bulk, and bin storage. Brief how Bin Storage is functioning (4 Marks)
- c) Explain the main objective of Code of Conduct that is being practiced in the organization. (2 Marks)
- d) Give **FOUR (4)** conditions that should be adhered when changing or do modification on engine (4 Marks)

Question 5

As a manager, one of your functions is to appraise your staffs which is normally done annually to determine their performance.

- a) Explain what is Appraisal (2 Marks)
- b) Write down **Three(3)** objectives of an appraisal (3 Marks)
- c) State **Three(3)** areas that an appraisal is normally be concerned with (3 Marks)

INSTRUCTION: Answer two (2) questions only.

Please use the answer booklet provided.

Question 6

A customer complains bitterly about the state of his car when he picks it up after 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 related to the customer's satisfaction.

(20 Marks)

Question 7

As the Branch manager of a good reputation company, you noticed that your mechanic is having problem in performing daily job which caused a lot of come back job. You decided to use Pareto chart to analyze which job is the most critical. In order to facilitate your work, your service advisor provided the data as shown in table 1 below. Draw a Pareto diagram based on these data and provide the solution

No	ITEM	NUMBER OF COME BACK JOB
1	Service Brake	20
2	Tune up engine	50
3	Overhaul Clutch	38
4	Replace Timing Belt	18
5	Overhaul Engine	30
6	Repair Body	13
7	Spray painting	50
8	Overhaul Transmission	15
9	Wheel Alingment & Wheel Balancing	40
10	Other	10

Table 1: Data collection for Mechanic problem.

(20 Marks)

Question 8

As the workshop manager in an automotive repair shop, you noticed lately that the quality of work rendered to the customers is poor because many customers are returning with the 'coming back job' (CBT). To enhance the customers' confidence and trust, you have decided to solve this problem quickly by conducting a brainstorming session with your staff.

- a) Develop a cause and effect diagram to facilitate a brainstorming session to solve the problem mentioned above

(10 Marks)

- b) State FIVE (5) principle of Brainstorming

(5 Marks)

- c) State **TWO** brainstorming methods **AND** explain each of them

(5 Marks)

END OF QUESTION