



**UNIVERSITI KUALA LUMPUR
Malaysia France Institute**

**FINAL EXAMINATION
JANUARY 2014 SESSION**

SUBJECT CODE : FVD 24504
SUBJECT TITLE : AUTOMOTIVE MANAGEMENT
LEVEL : DIPLOMA
TIME / DURATION :
(3 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** 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 5 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

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

- a. List **FIVE (5)** major market segments in the automotive service industry and explain each of them. (10 marks)
- b. Define 'Land Tenure' in considering locating the new service station. (2 marks)
- c. An adequate space is provided for each repair stall/bay as a reasonable workspace is critical. In designing your new workshop work-flow, name the other item that must be considered that will affect the total floor space. (4 marks)
- d. The characteristic of the site, the nature of business and capital will affect in planning the workshop layout. State **FOUR (4)** the objectives of layout. (4 marks)

Question 2

- a. Explain in detail the Repair Process that can be used in service workshop which can help smoothen the standard operating procedure. (10 marks)
- b. Explain the process of 'making appointment' with a customer in daily workshop flow. (6 marks)
- c. The automotive service manager is not a specialist but must be a generalist. He must possess and exercise a very wide range of skills that span the entire range of managerial talents and abilities. List **TWO (2)** jobs functionality of a Service Manager. (4 marks)

Question 3

- a. Define 'maintenance' and give **THREE (3)** examples of maintenance activities.
(5 marks)
- b. Maintenance can be divided into **THREE (3)** categories, Essential Care, Fixed Time Maintenance and Condition Monitoring. Explain **TWO (2)** of them.
(4 marks)
- c. List **FIVE (5)** equipment which are commonly found in an Automotive Workshop which need to be inspected periodically as to comply with Health and Safety at Work Act requirement.
(5 marks)
- d. Explain the procedure of testing a vehicle lift in accordance with the Safety and Health at Work Act requirement.
(6 marks)

SECTION B (Total: 40 marks)

INSTRUCTION: Answer TWO (2) questions only.

Question 4

- a. There are **TWO (2)** types of advertising. State the categories of them. (2 marks)

- b. There are modifications or accessories installation that can be carried out without the approval from the RTD (JPJ), List **FIVE (5)** modifications that are allowed. (4 marks)

- c. ‘Approved facility’ means a facility or place approved by the Director General which is equipped with the necessary smoke meter and/or gaseous meter and trained personnel for carrying out any smoke and gaseous emission test from motor vehicles.
 - i. List **TWO (2)** purposes of establishing approved facility. (4 marks)

 - ii. Fill up the table 1 for Malaysia Emission Standard below.

Table 1: Malaysia Emission Standard Table

Type	Pollutant	Permissible Limit
<i>Diesel Vehicle</i>		
<i>Petrol Vehicle</i>		
New Models (after 1/1/1997)		
Existing Models (before 1/1/1997)		

(5 marks)

Question 5

- a. List the criteria that need to be considered when allowing staff to take leave. (5 marks)
- b. Define what is a meeting. (5 marks)
- c. Name **TWO** major Meeting Categories and give **TWO** examples for each of them. (5 marks)
- d. State the type of statutory insurance that a business must have? (5 marks)

Question 6

An automotives part manufacturer is producing several type of vehicle part for the last 10 month. After a year they found out that the complaints from the supplier who not satisfied with the part their sold increased and some of them returned by suppliers. To rectify the situation, the company seek feedback from the suppliers and the details received as table 2 below:

Table 2: Defect Finding

DEFECTS	OCCURANCES
Part break	20
Hard rubber	18
Missing components	10
Malfunction parts	5
Scratch	7
Cracked	30

- a. Referring to Table 2 above:
- i. Calculate the cumulative number of defects and their percentage. (4 marks)
 - ii. Draw a Pareto diagram. (8 marks)
- b. State the most important defects that should be taken care of if the company decided to reduce the defects to 50% . (2 marks)
- c. State the solutions that should be taken by the manufacturer company to improve the overall quality of the parts produced. (6 marks)

END OF QUESTION