



**UNIVERSITI KUALA LUMPUR
Malaysia France Institute**

**FINAL EXAMINATION
SEPTEMBER 2014 SESSION**

SUBJECT CODE : FVD24504
SUBJECT TITLE : AUTOMOTIVE MANAGEMENT
LEVEL : DIPLOMA
TIME / DURATION : 9.00 AM – 12.00 PM
(3 HOURS)
DATE : 4 JANUARY 2015

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 4 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 60 marks)**INSTRUCTION: Answer ALL questions.****Question 1**

- a. Define communication. (2 marks)
- b. List **FOUR (4)** elements needed in communication. (8 marks)
- c. Define one way and two way communications and give **ONE (1)** example for each of them. (4 marks)
- d. List **THREE (3)** human barriers occur during communication and explain briefly each of them. (6 marks)

Question 2

- a. Define its facilities and equipment? Give **ONE (1)** example for each of them. (3 marks)
- b. Define 'maintenance' and give **THREE (3)** objectives of maintenance. (5 marks)
- c. Maintenance can be divided into **THREE (3)** categories, Essential Care, Fixed Time Maintenance and Condition Monitoring. Explain each of them. (6 marks)
- d. Explain why equipments need to be inspected and explain cranes maintenance schedule. (6 marks)

Question 3

- a. In Section 5 in Fire Service Act 1988 is clearly mentioned about the Duties and Responsibility of Fire Service. List down all **FOUR (4)** duties as stated in section 5 in this Act. (8 marks)

- b. State **TWO (2)** fine if the person fails to comply with any requirement of fire hazard abatement notice at work place. (4 marks)

- c. Explain **TWO (2)** positive impact of advertisement to country's economy development (8 marks)

SECTION B (Total: 40 marks)**INSTRUCTION: Answer TWO (2) questions only.****Question 4**

- a. List **THREE (3)** skills that are required for each of the following jobs:
- i. Workshop Manager
 - ii. Service Advisor
 - iii. Workshop Foreman
- (9 marks)
- b. State **THREE (3)** reasons why the customers need to sign the repair order form.
- (6 marks)
- c. There are modifications or accessories installation that can be carried out without the approval from the RTD (JPJ), list **FIVE (5)** of them.
- (5 marks)

Question 5

- a. Define DISCIPLINE and list **FOUR (4)** types of disciplinary problems that normally done by employees.
- (8 marks)
- b. From the disciplinary problems provided above, explain **TWO (2)** problems which affect employee's reputation the most.
- (8 marks)
- c. Explain **TWO (2)** disciplinary actions that can be taken onto the employee.
- (4 marks)

Question 6

- a. There are two types of meeting can be conducted in an organization. Differentiate between *information meeting* and *decision making meeting*.

(8 marks)

- b. Identify the best way in selecting participants to attend the meeting and explain it briefly.

(8 marks)

- c. Explain **ONE (1)** reason why meeting room is important with good furnishing in contributing significantly to an effective meeting.

(4 marks)

END OF QUESTION