



UNIVERSITI KUALA LUMPUR
Malaysia France Institute

FINAL EXAMINATION
JANUARY 2010 SESSION

SUBJECT CODE : FVD 20603
SUBJECT TITLE : AUTOMOTIVE ADMINISTRATION AND MANAGEMENT
LEVEL : DIPLOMA
TIME / DURATION : 9.00am – 12.00pm
(3 HOURS)
DATE : 03 MAY 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 TWO (2) sections. Section A and B. Answer ALL questions in section A. For sections B, answer TWO (2) questions only.
6. Answer all questions in English.
7. *Graph Paper is appended.*

THERE ARE 3 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

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

- Q1. List three characteristics of an efficient manager. (6 marks)
- Q2. List the five major market segments in the automotive service industry. (5 marks)
- Q3. Why should the storage space for tool boxes be close to the repair bay? (2 marks)
- Q4. List at least 3 skills required for a good shop foreman. (6 marks)
- Q5. Why is the complaint handling process important to longevity of a service shop? (4 marks)
- Q6. What is the strength of the "Web" in advertising your service or product? (2 marks)
- Q7. What is the main function of advertising? (4 marks)
- Q8. What is the main objective the organization produce Code of Conduct? (2 marks)
- Q9. List **SIX** (6) of characteristics of control system and explain any **THREE** of them. (9 marks)
- Q10. What are the main objectives of OSHA 1994? (2 marks)
- Q11. States the **FOUR** (4) responsibilities of an employee towards the employer as stated in The OSHA 1994? (8 marks)
- Q12. List **FIVE** (5) equipment in Automotive Workshop which need to be inspected periodically in order to comply with the OSHA requirements. (5 marks)
- Q13. Develop a maintenance schedule for each equipment that you have listed in question 12. (5 marks)

SECTION B (Total 40 marks)**Answer TWO questions only**

Q1. You've been receiving more complaints lately that the phones aren't getting answered quickly enough, there is too long of a customer wait to get waited on, and the paperwork is never ready on time. You have 18 technicians and 3 service advisors. What more can you do? Worst of all, the complaints don't seem to be directed toward any individual but seem to be occurring throughout your shop.

- i) Where do you think the bottleneck is most likely to be occurring?
Give your justification. (5 marks)
- ii) Using the information in what you answered in question (i), what are task that you might reassign to someone else? Why? (5 marks)
- iii) Using the information in the chart along with what you answer in questions (i) and (ii) above, who would you suggest to perform that task? Why? (10 marks)

Q2: Company X consists of 8 workers, who work for Automotive Service Centre. They decide to wrestle with QC activity as the theme "fulfilling the repair order perfectly". To find out what kinds of imperfection and how many times occur based from the slip, data was collected as shown from the table 1 below.

No.	item	No of Imperfection
1	Date	87
2	Name	35
3	No of Dealing	40
4	No of Post	60
5	Telephone No	25
6	Adress supplier	30
7	Supervisor Name	20
8	Poor Hand writen	10
9	No of Shift	51
10	Others	15

Table 1 : Data imperfection of repair order

- a) By referring to the above Table 1, you are required to:
 - i. calculate the cumulative number of defect and percentage (%). (8 marks)
 - ii. draw a Pareto diagram. (6 marks)

- b) Which is the most important defect that should be taken care of if Automotive Service Centre decide to reduce the problem to the 60%. (2 marks)
- c) From your opinion what should they do? (4 marks)

Q3. As a workshop manager in an automotive repair shop, you have noticed lately that the quality of works rendered to the customers are poor due to the fact that many customers are returning with the 'coming back job' (CBJ). To enhance the customers' confidence and trust, you have decided to solve this problem quickly by having a brainstorming session with your staff.

- a. Develop a cause and effect diagram to facilitate a brainstorming session to solve the aforesaid problem. (6 marks)
- b. State **FIVE (5)** principles of brainstorming (5 marks)
- c. State **THREE (3)** brainstorming methods **AND** explain **TWO (2)** of them. (9 marks)

END OF QUESTION