



MBA 031

**III Semester M.B.A. in Aviation Examination, October 2011
AIRPORT MANAGEMENT AND TRANSPORTATION
(January 2010 Batch) and Re-sit (July 2009 Batch)**

Time : 3 Hours

Max. Marks : 80

Instructions : Section – I : Answer **any 10** questions out of **15**.
Max. marks in this Section are **30** (3 marks for each right answer).

Section – II : Answer **all 10** questions.
Max. marks in this Section are **20** (2 marks for each right answer).

Section – III : Answer **any 2** out of **3** questions.
Max. marks in this Section are **30** (15 marks for each right answer).

SECTION – I

Answer **any 10** out of 15 :

(10×3=30)

1. Write a short note on SMS.
2. Mention different technological systems used for passenger flow analyze and security at airport.
3. Explain the financial pressure on airport management.
4. What areas are included in landside area of airport ?
5. Explain briefly the various hospitality services available at airport.
6. What is utility of terminal curb side at airport ?
7. What are functions of aviation security group ?
8. What are the objectives of airside operation ?
9. What are the responsibilities of Airside Operation Manager ?
10. Describe the various steps in developing an airport mode choice model development.
11. What are the factors influencing airport employee airport mode choice ?

P.T.O.



12. Write a note on integration of airport access mode choice model.
13. Explain various types of parking at airport.
14. What are responsibilities of an Airport Director ?
15. Mention briefly the key operations involved at airside management.

SECTION – II

Answer **all** the questions.

(10×2=20)

True or False :

1. Immigration points, baggage claim area, custom check points are located at the arrival side of terminal building.
2. External pressure on airport management can be tackle easily as compared to internal pressure.
3. Ground transport provider can do maintenance at GTSA.
4. Floor walkers function as mobile help desk.
5. The security supervisor supervises security officers and security guards.

Answer in **a** sentence :

1. Enlist few ground transportation facilities at airport.
2. Describe various facilities available at airport hotel.
3. Define transport hub.
4. What areas are included in maneuvering area ?
5. Name few ground handling services available at the airport.

SECTION – III

Answer **any 2** out of 3 questions :

(15×2=30)

1. What are essential management systems at airport ? Explain each in detail.
 2. What are the skills, knowledge and responsibilities of a competent airport manager ?
 3. Mention briefly key operations involved in airside management.
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MBA 032

**III Semester M.B.A. in Aviation (January 2010 Batch) and Re-Sit
(July 2009 Batch) Examination, October 2011
AIRPORT RAMP MANAGEMENT**

Time : 3 Hours

Max. Marks : 80

Instructions :

Section – 1 : Answer any 10 Questions out of 15.

Max. marks in this Section are 30 (3 marks for each right answer).

Section – 2 : Answer all 10 Questions.

Max. marks in this Section are 20 (2 marks for each right answer).

Section – 3 : Answer any 2 out of 3 questions.

Max. marks in this Section are 30 (15 marks for each right answer).

SECTION – 1

Answer **any 10** out of 15.

(10×3=30)

1. Describe the factors dependent on meals served on board.
2. Name some of the companies that provide airline catering with a few details added on each company.
3. Briefly explain the three main ground resources while providing GHS.
4. Explain in brief any three services carried out by aircraft and ramp handling agents.
5. Describe briefly the GHS at the Ramp side.
6. Detail the steps laid down for De-icing for a pre take off check, a pre takeoff contamination check and a post de-icing check.
7. Discuss the steps involved in air cargo planning.

P.T.O.



8. List and explain the merits and demerits of Cargo.
9. List down the different types of air cargo giving appropriate examples.
10. Explain in short the restrictions in air cargo.
11. What are the various precautions observed while loading cargo on an aircraft ?
12. Make a list of the safety precautions required by cargo handling personnel while loading and unloading of cargo.
13. Briefly describe any five resources used while handling cargo.
14. Explain in brief about the three important documents required while handling cargo.
15. Briefly list the packaging requirements as stated by IATA during DGR air transportation.

SECTION – 2

Answer **all** the questions.

(10×2=20)

Select the correct option.

1. Aviapartner is a _____ company offering ground handling services.
 - a) Belgian
 - b) German
2. _____ has its own catering service department.
 - a) American airlines
 - b) Cathay Pacific
3. Minor technical faults are noted down by the _____ of the aircraft.
 - a) Engineer
 - b) Captain
4. Presence of frozen contaminants _____ weight and drag of the aircraft.
 - a) Decreases
 - b) Increases



5. _____ and _____ labels are used to identify dangerous goods.
- a) Hazard and Handling
 - b) Danger and Risk

Decode the abbreviations given below :

- 6. ACARS
- 7. ETMS
- 8. DSP
- 9. GS
- 10. MIT.

SECTION – 3

Answer **any 2** out of 3 questions :

(15×2=30)

- 1. Explain the catering process and give the responsibilities of flight crew and caterer.
 - 2. What are the various categories of Ground Handling Services ? Explain each one in detail.
 - 3. What are the nine classes of dangerous goods ? Explain each class with respective diagram.
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III Semester M.B.A. in Aviation Examination, October 2011
AIRLINE ROUTE PLANNING
(January 2010 Batch) and Re-sit (July 2009 Batch)

Time : 3 Hours

Max. Marks : 80

- Instructions** : Section – 1 : Answer **any 10** questions out of **15**
Max. marks in this Section are **30** (3 marks for each right answer).
- Section – 2 : Answer **all 10** questions.
Max. marks in this Section are **20** (2 marks for each right answer).
- Section – 3 : Attempt **any 2** out of **3** questions.
Max. marks in this Section are **30** (15 marks for each right answer).

SECTION – 1

Answer **any 10** out of 15 :

(10×3=30)

1. What are operational objectives of an airline ?
2. Explain what do the following symbols indicate and elaborate.



3. Describe five main steps in fleet planning of an airline.
4. Explain cell model of fleet planning model.
5. What are various methods and procedures of aircraft maintenance ?
6. Describe various aircraft maintenance checks.
7. What are the advantages of manpower planning ?
8. Explain hub and spoke model.
9. Give advantages and disadvantages of hub and spoke model.

P.T.O.



10. Describe four phases of network management.
11. Describe three types of network structure.
12. Explain the following terms citing the formulae for the same.
 - a) CASM b) RASM c) Breakeven d) Passenger spill e) Recapture
13. Describe new challenges in an airline planning process.
14. What are the responsibilities of a flight despatcher ?
15. What is AOCC and what does it comprise of ?

SECTION – 2

Answer **all** the questions.

(10×2=20)

State whether **true** or **false** :

1. An effective route plan comprises of adaptability, flexibility and complexity.
2. Ground time or turnaround time is an important issue during fleet management.
3. Aircraft check include “A” or “B” or “C” or “D”.
4. Security is a non-airport function.
5. A crew trip represents a single non stop flight.

Fill in the blanks :

6. Generally _____ airports have volatile traffic.
 - a) Primary
 - b) Secondary
7. _____ refers to decrease in production cost per unit of output with increasing output.
 - a) Economies of scale
 - b) Breakeven point
8. Many European hubs can be described as _____ hubs.
 - a) Hinterland
 - b) Omni-directional



3. Based on the following information, determine whether the Flight F1 will prefer gate 3 or gate 11.

Distance chart

Gates	To										
	1	2	3	4	5	6	7	8	9	10	
From 3	10	40	0	30	10	40	20	50	30	60	
4	40	10	30	0	40	10	50	20	60	30	
10	70	40	60	30	50	20	40	10	30	0	
11	50	80	40	70	30	60	20	50	10	40	
14	90	60	80	50	70	40	60	30	50	20	
15	70	100	60	90	50	80	40	70	30	60	
17	80	100	70	90	60	80	50	70	40	60	

Passenger connections from flights to various gates.

From Flight	To G ₁	G ₂	G ₃	G ₄	G ₅	G ₆	G ₇	G ₈	G ₉	G ₁₀
F ₁	4	3	9	10	12	7	3	11	5	15

III Semester M.B.A. in Aviation Examination, October 2011
LOAD AND TRIM
(January 2010 Batch) and Re-sit (July 2009 Batch)

Time : 3 Hours

Max. Marks : 80

- Instructions :** 1) Section 1 – Answer **any 10** questions out of 15. Max. marks in this Section are 30 (3 marks for **each** right answer).
2) Section 2 – Answer **all 10** questions. Max. marks in this Section are 20 (2 marks for **each** right answer)
3) Sections 3 – Attempt **any 2** out of 3 questions. Max. marks in this Section are 30 (15 marks for **each** right answer)

SECTION – 1

Answer **any 10** out of 15 :

(10×3=30)

1. An LDM is sent as shown below

QU BKKKFYY BKKKGY Y BKKOWYY BKKKFYY BOMKKYY

It is sent by whom to whom in BKK ? What does QU basis mean ?

2. Load planning is a 3 flight process. What are they ?
3. Where is HUM shipment normally loaded ?
4. PAD is 00/02/06 of which 2 staff members in C class are travelling 100% free, 2 are travelling at 75% free and 4 staff members are travelling 90% free. If all PADs are to be disembarked list their offloading priorities bearing in mind that 2 staff members are travelling in C Class and the remaining in Y class. All of them are “SQL”.
5. When the flight is UNDER load, what will the commander do ?
6. What happens if the speed of air below the wings is more than the speed of air above the wings ?

P.T.O.



7. How do you arrive at the load sheet basic weight ?
8. What are the three take off weights taken into account for calculating the payload ?
9. What are “SPOILERS” and is designed with what purpose in mind ?
10. Must the commander carry reserve fuel all the time or only when situation demands. Why ?
11. When the aircraft has taken off and is on a flight path, the fuel on board are _____
12. How is a STAB Trim arrived at ?
13. The elevator is used by the commander for what function.
14. Explain “MAC”
15. Explain moments.

SECTION – 2

Answer **all** the questions :**(10×2=20)**

1. Load planner is also known as the _____ and is certified by _____
2. Diplomatic mail is loaded in _____ in the _____
3. What permissible limits are shown in the load sheet ?
4. Weight of pantry and Galley are shown separately in the load sheet _____
(T/F)
5. “N” is a standard code used in the LIR. What does it mean ?
6. Under load is _____ minus _____
7. In an AB aircraft, “C” zone of Pax cabin is a No scale zone. Why ?
8. The Routing is BOM MAA SIN. If you are preparing the L/S at MAA, where will you show the dead load figures BOM/SIN ? _____
9. A “Pitch” motion is _____
10. When is Ballast fuel uplifted ?

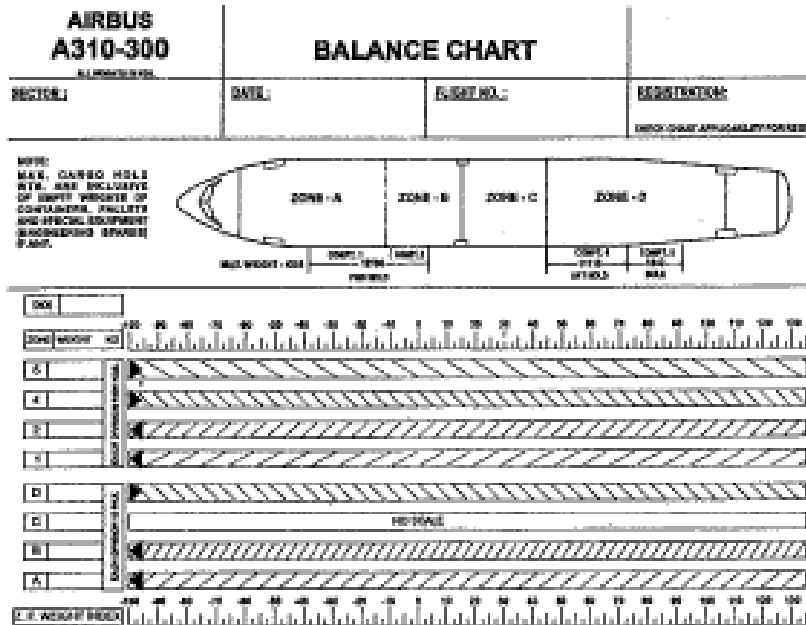


SECTION – 3

Answer any 2 out of 3 questions :

(15×2=30)

1.



Start from “0” in the trim sheet and plot the graph appropriately

Z1- 3000 kilos

Z2- 5000 kilos

Z4- 5000 kilos

Z5- 1000 kilos

D zone 50 passengers

2. Routing : BOM SIN KUL

Airbus : Configuration : 20/160/C/Y

You are in SIN for this exercise

The Booked Passenger load for BOM SIN is C/Y 10/60

M/F/C/I are 40/25/5/2

The booked load BOM KUL is C/Y 10/100

M/F/C/I are 50/55/5/0

Joining load at SIN is C/Y 0/50

M/F/C/I 30/20/0/5

Calculate the total passenger and baggage load ex SIN for KUL.

3. Detail the offloading priorities normally followed by the airlines.



(AL)

MBA 114

**III Semester Master of Business Administration Examination,
August 2011
BUSINESS POLICY AND STRATEGIC MANAGEMENT**

Time : 3 Hours

Max. Marks : 80

All questions are **compulsory (6 marks each)** :

1. What is the difference between Strategy and Tactics ?
2. Define Environment scanning.
3. Define the concept of mergers and acquisition.
4. What is strategic decision making ?
5. Define the term diversification.

Answer **any five** questions (**10 marks each**) :

1. Define Mission and Vision in your own words. Also mention the characteristics of a good mission and vision statement.
 2. Identify the roles that objectives play in strategic management. Mention the characteristics of objectives.
 3. Good timing is crucial for a successful business strategy. Comment.
 4. How are commercial and strategic decision making similar and dissimilar ? Briefly discuss.
 5. Explain the strategic implications of the following types of business in a corporate portfolio :
 - a) Stars
 - b) Question Marks
 - c) Cash Cows
 - d) Dogs.
 6. Explain strategic management process. What role middle level managers play in strategic management ?
 7. Give an overview of strategy choice, formulation and control.
 8. Explain the concept of value chain analysis.
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MBA 115

**III Semester Master of Business Administration Examination, August 2011
OPERATIONS RESEARCH**

Time : 3 Hours

Max. Marks : 80

SECTION – A

(5×6=30)

All questions are compulsory. Each question carries equal marks.

1. Define Purchase Systems.
2. Write a note on Plant Layout Planning.
3. Write a note on Quality ? Explore the relationship between Quality and Cost.
4. Write a note on Capacity Planning.
5. Write a note on Enterprise Resource Planning (ERP).

SECTION – B

(10×5=50)

Attempt any five questions. Each question carries equal marks.

6. What is Operations Management and how is it different from Production Management ? Write a short note on the evolution (history) of Operations Management.
7. Discuss the nature and scope of operations management in terms of production decisions.
8. List few circumstances which can force a change in the Location of a manufacturing facility. What are some of the factors that must be taken into account when deciding on a new Facility Location ?

P.T.O.



9. Write a note on Acceptance Sampling.
 10. What is the difference between Design Capacity and Effective Capacity ? List some alternative strategies that can be used for short-term capacity modification.
 11. Discuss in brief how do you organize value engineering function in an electronic industry.
 12. What are the common objectives of the purchasing function ?
 13. What are the features of a Process Layout ? What are the advantages of a Process Layout over a Product Layout ?
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MBA 116

**III Semester M.B.A. in Production and Operation Management
Examination, August 2011
MATERIAL MANAGEMENT
(Elective – 1)**

Time : 3 Hours

Max. Marks : 80

***Instruction :** In Section – 1 all questions are **compulsory** and carries 6 marks **each** and in Section – 2 attempt **any 5** questions and **each** carries 10 marks.*

SECTION – 1

All questions are **compulsory**. (6 marks **each**) :

1. What are the reasons for stocking items in inventory ?
2. List and explain different types of costs in inventory system.
3. What are the types of model of inventory systems ? Explain them in details.
4. Derive the EOQ formula for the purchase model without shortages.
5. Distinguish between P and Q systems of inventory.

SECTION – 2

Answer **any five** questions. (10 marks **each**) :

1. What are the advantages of integrated materials management ?
 2. Describe the various modules of integrated materials management.
 3. What are the main functions of inventory control ?
 4. What are the basic decisions related to inventory management ?
 5. Write a note on purchase model of inventory management with instantaneous replenishment and without shortages.
 6. Describe the manufacturing model of inventory management without shortages.
 7. Write a note on periodic review system of purchase inventory.
 8. Explain pre-purchase system, ordering system and post purchase system.
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(AL)

MBA 117

**III Semester M.B.A. in Production and Operation Management
Examination, August 2011
PURCHASING MATERIAL MANAGEMENT
Elective – 2**

Time : 3 Hours

Max. Marks : 80

Instruction : *In Section – 1 all questions are compulsory and carries 6 marks each and in Section – 2 attempt any 5 questions and each carries 10 marks.*

SECTION – 1

All questions are compulsory (6 marks each) :

1. What are the various aspects of purchasing management ?
2. Write a short note on charting method of price forecasting.
3. Describe the 'Payback period method' for purchasing of capital equipments.
4. What are the advantages of leasing of capital equipments once purchasing the same ?
5. What is bill of loading ?

SECTION – 2

Answer any five questions (10 marks each) :

1. Why do companies prefer regression method of price forecasting over other methods ? Explain with suitable examples.
 2. Write a note on centralised buying concept and role of DGS and D.
 3. What step should be taken to reduce obsolescence and scrap of items ?
 4. Write a note on acceptance sampling plan.
 5. What is the difference between LIFO and FIFO methods of inventory management ?
 6. List and explain different types of purchase models.
 7. What is the difference between P and Q systems of inventory ?
 8. How are robots being used for inventory management ? Give suitable examples.
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