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Fifth Semester B.E./B.Tech. Degree Examination, Dec.2024/Jan.2025

Aviation Management

Time: 3 hrs.

Max. Marks: 100

Note: 1. Answer any FIVE full questions, choosing ONE full question from each module.

2. M : Marks , L: Bloom's level , C: Course outcomes.

Module – 1			M	L	C
Q.1	a.	Which are the 12 characteristics of quality leaders? Describe them.	10	L1	CO1
	b.	Explain the 7 characteristics of effective people.	10	L2	CO1
OR					
Q.2	a.	List out Deming's 14 point of TQM philosophy and explain any four.	10	L1	CO1
	b.	Write a strategic planning goal and an annual objective.	10	L2	CO1
Module – 2					
Q.3	a.	Explain with a neat sketch of PDSA cycle.	10	L2	CO2
	b.	Illustrate how six sigma helps an organization to improve 'quality of process.	10	L2	CO2
OR					
Q.4	a.	With block diagram, describe FMEA documentation in detail.	10	L2	CO1
	b.	Define Benchmarking. With block diagram, explain the process of Benchmarking.	10	L2	CO2
Module – 3					
Q.5	a.	What is customer satisfaction? What are the perceptions of customer about quality?	10	L2	CO2
	b.	What is service quality? Explain its dimensions.	10	L1	CO2
OR					
Q.6	a.	Describe briefly about the characteristics of successful team.	10	L2	CO3
	b.	Define employee empowerment. How is it helpful for an organization?	10	L1	CO2
Module – 4					
Q.7	a.	Explain about the operation in Airlines and what are the key objectives of an airline schedule planner in today's business environment.	10	L3	CO2
	b.	Briefly discuss about the Airline Business in 21 st century.	10	L1	CO2
OR					
Q.8	a.	Discuss the role of human resource department in the aviation industry.	10	L2	CO2
	b.	Define the term organization behaviour and explain the various types of organization structure, with block diagram.	10	L3	CO2
Module – 5					
Q.9	a.	Describe business correspondence and its importance.	10	L2	CO2
	b.	Take a case study and explain the process of business research.	10	L3	CO3
OR					
Q.10	a.	Explain about aviation safety management and write a case study on aircraft accident analysis.	10	L2	CO2
	b.	Explain any five functions of entrepreneurs in relation to economic development. What are advertising techniques for promoting the Airline?	10	L3	CO3
