

CBCS SCHEME

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BAE/BAS 501

Fifth Semester B.E./B.Tech. Degree Examination, June/July 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.	Brief about characteristics of Quality leaders in Aviation management.	10	L1	CO1
	b.	Review the concept of 'Leadership' in aviation management.	10	L2	CO2
OR					
Q.2	a.	Explain the role of TQM leaders	10	L3	CO1
	b.	Explain the significance of strategic planning communication in Aviation industry.	10	L2	CO2
Module – 2					
Q.3	a.	Explain the following terms : i) Kaizen method ii) Re-Engineering process iii) Six-sigma	12	L4	CO2
	b.	Explain the concept of product liability and total productive maintenance	08	L1	CO3
OR					
Q.4	a.	Discuss about Quality and Environment management systems.	10	L3	CO1
	b.	Explore the concept 'Quality by design'	10	L2	CO3
Module – 3					
Q.5	a.	Demonstrate the importance of customer perception towards Quality.	10	L2	CO2
	b.	Explain how service quality is improved through customer complaints.	10	L1	CO3
OR					
Q.6	a.	Discuss the ways to improve employee involvement.	10	L4	CO2
	b.	Explain the term gain sharing and performance appraised.	10	L4	CO3
Module – 4					
Q.7	a.	Explain how airline operation and scheduling will be done by airlines.	10	L2	CO4
	b.	Brief on economic analysis for business decision.	10	L3	CO3
OR					
Q.8	a.	Discuss about airline business in 21 st century.	10	L3	CO2
	b.	Explain the various concept involved in airline economics	10	L4	CO3
Module – 5					
Q.9	a.	Explain the role of communication skills and business correspondence in aviation management.	12	L3	CO4
	b.	Discuss about Aviation value chain and Aviation law	08	L4	CO3
OR					
Q.10	a.	Discuss in brief about Aviation Safety management and accident investigation.	10	L2	CO3
	b.	Brief on airline advertising and sales promotion.	10	L3	CO4
