

MVM – Enterprise Organization

T049

Tuesday, 17/11/2015

08:30 – 11:30

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2015,
TECHNICAL AND PROFESSIONAL TRADES**

EXAM TITLE: Enterprise Organization

OPTION: Motor Vehicle Mechanics

DURATION: 3hours

INSTRUCTIONS:

The paper is composed of **three (3) Sections:**

Section I: Fifteen **(15)** questions, all **Compulsory**. **55marks**

Section II: Five (5) questions, **Choose Three (3) only**. **30marks**

Section III: Three (3) questions, **Choose only One (1)**. **15marks**

Every candidate is required to strictly obey the above instructions. Punishment measures will be applied to anyone who ignores these instructions.

Section I. Fifteen (15) Compulsory questions. 55marks

01. What is warranty? **2marks**
02. Give the five (5) main methods of communication used in effective customer service interaction. **5marks**
- active of
- outside
03. Name two (2) types of maintenance. **2marks**
- information
04. What are the phases that a consultation can be divided into? **4marks**
- oral communication
05. Define the following terms:
a) Management *is all of managing business*
b) Hazardous materials *is material that can cause danger*
c) Safety *is to protect against the danger*
d) Competition *is* **4marks**
Human and Environ
06. Explain ethic. **2marks**
07. Give five (5) careers in the automotive industry. **5marks**
08. What are the criteria used to put product and services in the market? **3marks**
09. What is work order? **2marks**
10. List five (5) activities normally associated with preparing a new vehicle for delivery. **5marks**
11. What are six (6) ways to locate the cause of faulty operation on car? **6marks**
define
12. What is meant by the term organization chart in a company? **2marks**
13. What are six (6) routine services the Lubrication technicians must perform? **6marks**
- checking
14. Give the factors that hinder effective teamwork. **5marks**
- high
15. What is team work? **2marks**
- high number of workers -
- high number of equipment

Section II. Answer any three (3) questions of your choice

(Do not choose more than three questions). 30marks

16. Make hierarchical levels of the management of enterprise. **10marks**
17. State four (4) things to consider when preparing a purchasing order. **10marks**
18. a) What are the four (4) typical fire extinguishers? **10marks**
- solid of
- chemical
- liquid of
- gas
b) What is the importance of protective clothing in workshop? Mention at least four (4) of them. **10marks**
- it protect your body in

- workers departments
- ~~stop~~
- repair.

19. What are the different departments which are included in a large motor vehicle company structure? **10marks**
- Services
 - buy and sell
 - ~~Engineering~~
 - Insurance
 - ~~Secretary~~
 - spare parts

20. In a business inventory someone should have reasons for keeping stock. **10marks**
- What do you think are these reasons?
- For keeping material
 - For arrangement of tools
 - know quantity of material

Section III. Answer any one (1) question of your choice

(Do not choose more than one question). 15marks

21. As motor vehicle mechanics people who intend to create his/her own business, what do you think can be factors which lead to business failure? **15marks**

22. A good business plan must be developed in order to exploit the defined opportunity. This is a very time-consuming phase of the entrepreneurial process. An entrepreneur usually has not prepared a business plan before and does not have the resources available to do a good job. A good business plan is essential in developing the opportunity and determining the resources required, obtaining those resources, and successfully managing the resulting venture. As a person dealing with Motor Vehicle Mechanics what do you think is the business plan, in terms of scope, meaning, purpose and benefits? **15marks**

23. Use key words to describe the sequence of processing repair orders. **15marks**