

April 2019

Time – Three hours
(Maximum Marks: 75)

*[N.B: (1) Q.No. 8 in PART – A and Q.No. 16 in PART – B are compulsory.
Answer any FOUR questions from the remaining in each PART – A
and PART – B*

(2) Answer division (a) or division (b) of each question in PART – C.

*(3) Each question carries 2 marks in PART – A, 3 marks in Part – B
and 10 marks in PART – C.]*

PART – A

1. Define motivation.
2. Define job evaluation.
3. What is meant by working capital?
4. What is safety stock?
5. Mention any four material handling equipments.
6. State the various classifications of vehicles.
7. Define mini bus.
8. What is meant by sales promotion?

PART – B

9. Distinguish between management and administration.
10. State the important policies of human resource management.
11. Write briefly about factory overhead.
12. Write down the importance of consumer survey.
13. What is meant by log sheet?
14. Write a note on trip sheet.
15. What is fitness certificate?
16. Describe about lead time.

[Turn over.....

PART – C

17. (a) Briefly explain the concept of total quality management.
(Or)
(b) Explain the selection procedure for selecting employees.
18. (a) Elaborate on the various methods of depreciation.
(Or)
(b) Write down the step by step procedure for purchasing materials.
19. (a) With neat sketches explain the layout of garages and depot.
(Or)
(b) Discuss the various documents connected with goods vehicle operation.
20. (a) With a line diagram, explain administrative set up of a passenger transport organisation.
(Or)
(b) Discuss the various incentive schemes for improving passenger transport service.
21. (a) Briefly explain the procedure for registering a vehicle.
(Or)
(b) What are the different methods of controlling cost?
