

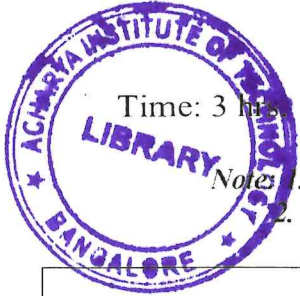
CBCS SCHEME

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BAE/BAS501

Fifth Semester B.E./B.Tech. Degree Examination, June/July 2026 Aviation Management



Time: 3 hrs

Max. Marks: 100

*Notes: 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.	Define Leadership and explain the characteristics of an effective leader.	10	L2	CO1
	b.	Evaluate the role of strategic planning in Total Quality Management.	10	L4	CO1
OR					
Q.2	a.	Explain Deming philosophy with suitable example.	10	L2	CO1
	b.	Develop a basic framework for implementing TQM in an Aviation Organization.	10	L3	CO1
Module – 2					
Q.3	a.	Explain the Juran Trilogy and PDSA cycle.	10	L2	CO2
	b.	Compare Kaizen and Reengineering in terms of improvement strategy.	10	L3	CO2
OR					
Q.4	a.	What is Bench marking? Explain its types and applications.	10	L2	CO2
	b.	Explain the improvement plan for an airport using six – sigma methodology.	10	L3	CO2
Module – 3					
Q.5	a.	Define Customer satisfaction and explain factors affecting customer perception of quality.	10	L2	CO3
	b.	Explain the impact of employee empowerment on organizational performance.	10	L2	CO3
OR					
Q.6	a.	Explain the importance of using customer complaints for service improvement.	10	L2	CO3
	b.	Illustrate strategies to improve employee motivation and involvement in airlines.	10	L3	CO3

Module – 4				
Q.7	a.	Explain the load factor and explain its significance in airline operations.	10	L2 CO4
	b.	Analyze the role of Human Resource Management in airline performance.	10	L3 CO4
OR				
Q.8	a.	Explain Airline scheduling and Operational planning.	10	L2 CO4
	b.	Discuss Economic factors , influencing airline business decisions.	10	L3 CO4
Module – 5				
Q.9	a.	Explain Business Communication and its importance in Aviation.	10	L2 CO5
	b.	Analyze the role of Aviation safety , Management systems in maintaining safety.	10	L4 CO5
OR				
Q.10	a.	What are the components of the Aviation value chain? Explain briefly.	10	L2 CO5
	b.	Describe a simple airline sales promotion strategy to improve revenue.	10	L2 CO5
