

**T069**

Tuesday, 15/11/2016

08:30 – 11:30



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2016,  
TECHNICAL AND PROFESSIONAL STUDIES**

**EXAM TITLE: Enterprise Organization**  
**OPTION: Motor Vehicle Mechanics**  
**DURATION: 3hours**

**INSTRUCTIONS:**

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

**Section I: Thirteen (13) compulsory** questions. **55 marks**  
**Section II:** Attempt **any three (3)** out of five questions. **30 marks**  
**Section III:** Attempt **any one (1)** out of three questions. **15 marks**

**Note:**

***Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.***

**Section I. Thirteen (13) Compulsory questions****55marks**

01. State the five importances of maintenance? **5marks**
02. State two types of communication? **2marks**
03. Name four jobs in the automotive service business? **4marks**
04. What are the four main factors that determine the expected life of a vehicle?  
**4marks**
05. Why regular maintenance and servicing of a vehicle are they so important?  
**6marks**
06. What are the four functions of management inventory? **4marks**
07. What is certification? **2marks**
08. What is the importance of organization chart to an entrepreneur? **6marks**
09. What are the objectives of a quality- management system? **5marks**
10. List any four routines of service technician. **4marks**
11. List any five workshop hazards. **5marks**
12. What class of fire extinguisher can you use if an explosion is caused by:  
a) Thinner                      b) Magnesium                      c) Electricity  
**3marks**
13. What any five (5) duties are performed by vehicle salespeople? **5marks**

**Section II. Choose and Answer any three (3) questions.****45marks**

14. What are job classifications in the automobile workshop (garage)? **15marks**
15. As motor vehicle mechanics people who intend to create his/her own business what do you think can be the factors which lead to business failures?  
**15marks**
16. Assume you want to start your automobile garage as business. What do you think are RDB services to investment and business community? **15marks**
17. Explain the assignment and duties of individual departments and sections in a car dealership? **15marks**
18. List compulsory renewing and checks that you can carry out on a vehicle (with diesel engine) at: (a) 50,000km? (b) 100,000km? **15marks**