

MVM – Enterprise Organization

**T085**

Monday, 26/11/2018

08:30 – 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,  
TECHNICAL AND PROFESSIONAL STUDIES**

**EXAM TITLE: ENTERPRISE ORGANIZATION**  
**OPTION: Motor Vehicle Mechanics (MVM)**  
**DURATION: 3 hours**

**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****55 marks**

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01. Give the difference between garage and workshop. **(3 marks)**
  02. What are the requirements to be considered of a good constructed auto repair shop or garage? **(4 marks)**
  03. What is meant by trade? **(4 marks)**
  04. What is meant by dealer? **(4 marks)**
  05. Explain the term " *vehicle fleet*" **(4 marks)**
  06. What do you understand by the term spare parts? **(4 marks)**
  07. What is meant by raw material? **(4 marks)**
  08. There several costs associated with inventory what are them? **(4 marks)**
  09. Enumerate different store items that should be found in the well-organized store of motor vehicle enterprise **(5 marks)**
  10. What do you understand by capital spares? **(5 marks)**
  11. What is the term warranty as it is used in automobile workshop? **(5 marks)**
  12. Define the term contract. **(4 marks)**
  13. When you are working in vehicle workshop a number of accidents could occur. Enumerate at least five of them. **(5 marks)**

**Section II. Choose and Answer any three (3) questions****30 marks**

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14. Among the following: engine and transmission oils, brake fluid, old tyres, automobile glass, packing paper, oil filter, ATF, hydraulic oil and plastics. What are non-hazardous and hazardous wastes? **(10 marks)**
  15. Customer satisfaction is primarily influenced by the quality of the technical products and the service. Name the characteristics. **(10 marks)**

16. Which first aid measures are necessary in the listed cases? **(10 marks)**

Case	Measures
Bleeding wounds	
Burns	
Broken bones	
Poison	
Electrocution	

17. Your dealership did poorly in the test and come second. Make the table explaining the consequences of the test result. **(10 marks)**

18. Give examples of dealership service concepts that can improve customer loyalty. **(10 marks)**

**Section III. Choose and Answer any one (1) question** **15 marks**

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19. Give the jobs found in automobile sector. **(15 marks)**

20. Which dealership areas deal with processing work orders? Name the areas and explain their functions. **(15 marks)**

21. **A)** Name three other dealership business areas and give examples of situations in which the customer comes into the contact with them.  
**B)** Which documents does the workshop need from the customer in order to accept and perform the work order?  
**(15 marks)**