



Name:

Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2022**

**Course: Airport Operations Management**

**Program: MBA AVM**

**Course Code: TRAV 8008**

**Semester: II**

**Time : 03 hrs.**

**Max. Marks: 100**

**Instructions:**

**SECTION A**  
**10Qx2M=20Marks**

S. No.		Marks	CO
Q 1	What is TOBT?	2	CO1
Q 2	The Air Navigation Service Provider (ANSP) is generally responsible for _____, _____, and _____.	2	CO1
Q 3	Identify the factors that affect the basic runway length.	2	CO1
Q 4	Identify the base dimension of the given ULD's.  a) AMD b) AVE c) FLA d) PAJ	2	CO1
Q 5	Assertion A: Airport capacity during IFR conditions is usually less than that during VFR conditions.  Reason R: During clear weather conditions (VFR), the aircrafts on final approach to runway can be spaced closer during poor visibility conditions.  Select your answer based on the coding system given below:  a) Both A and R are true and R is the correct explanation of A b) Both A and R are true and R is not the correct explanation of A c) A is true but R is false d) A is false but R is true	2	CO1
Q 6	Wind rose diagram is used for the purpose of  1. Runway orientation	2	CO1

	<p>2. Estimating the runway capacity 3. Geometric design of holding apron</p> <p>Select the answer</p> <p>a) 1 and 2 are correct b) 2 and 3 are correct c) 1 and 3 are correct d) 1 alone is correct</p>		
Q 7	<p>Which of the following aircraft can be, ordered in a freighter version with a large nose-door?</p> <p>a) B747 b) A380 c) B757 d) A340</p>	2	<b>CO1</b>
Q 8	<p>What are Chevrons?</p> <p>a) Large yellow painted arrows that identify paved blast pads, stop areas, and EMAS (engineered materials arresting systems) b) A single solid line along with single dashed yellow lines, this marking divides the movement and non-movement areas on the airfield c) Yellow sign with black markings. Visible only when exiting the runway d) None of the above</p>	2	<b>CO1</b>
Q 9	<p>What is the ICAO designation for the Boeing 777-300?</p> <p>a) B772 b) B773 c) B777 d) B300</p>	2	<b>CO1</b>
Q 10	Identify the cargo covered under class rates.	2	<b>CO1</b>
<p><b>SECTION B</b> <b>4Qx5M= 20 Marks</b></p>			
Q 11	<p>Baggage operations across the air transport industry are evolving dramatically, thanks to Resolution 753, and IATA's and ACI World's shared strategy to drive improvement.</p> <p>Examine the key benefits for airports.</p>	5	<b>CO2</b>

Q 12	Analyze the benefits of 3D A-VDGS as a case for integrated Apron Management.	5	CO2																		
Q 13	Examine which major areas are, covered under CRM program.	5	CO2																		
Q 14	Identify the five essential customer touch points that influence the passenger experience inside airports.	5	CO2																		
<b>SECTION-C</b> <b>3Qx10M=30 Marks</b>																					
Q 15	Analyze how Digital Signage is enhancing passenger experience and helping airports to elevate their brand image.	10	CO3																		
Q 16	Analyze the key outcomes and benefits of Digi Yatra (BIAL Airport) for passengers, airlines and airports.	10	CO3																		
Q 17	<p><b>Attempt only one question (either 'A' or 'B').</b></p> <p>The existing facilities are the warehouses of the company. The company wants to know where it should locate its new plant. The annual load (in units) is the goods to be moved between the new plant (NP) and a facility (F). The cost (C) of moving one unit by unit distance is Rs. 10.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Facility (F)</th> <th>Coordinate Location (x,y)</th> <th>Annual load (L) (units)</th> </tr> </thead> <tbody> <tr> <td>Bareilly</td> <td>(10,80)</td> <td>452</td> </tr> <tr> <td>Shahjahanpur</td> <td>(30,60)</td> <td>678</td> </tr> <tr> <td>Gonda</td> <td>(80,50)</td> <td>483</td> </tr> <tr> <td>Kanpur</td> <td>(50,10)</td> <td>711</td> </tr> <tr> <td>Sultanpur</td> <td>(80,10)</td> <td>539</td> </tr> </tbody> </table> <p>Find the optimal location coordinates for the new plant, using</p> <p>a) Simple Median Method</p>	Facility (F)	Coordinate Location (x,y)	Annual load (L) (units)	Bareilly	(10,80)	452	Shahjahanpur	(30,60)	678	Gonda	(80,50)	483	Kanpur	(50,10)	711	Sultanpur	(80,10)	539	10	CO3
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	<b>OR</b>		
	b) Analyze typical stages of terminal planning process at airports.		
<b>SECTION-D</b>			
<b>2Qx15M= 30 Marks</b>			
Q 18	Analyze the key performance (real-time) metrics that matter most for airport operational areas.	15	<b>CO4</b>
Q 19	<p><b>Attempt only one question (either 'a' or 'b')</b></p> <p>a) Analyze the milestone approach under Airport CDM concept.</p> <p style="text-align: center;"><b>OR</b></p> <p>b) In the aftermath of an aircraft accident, many lives may be lost and many injuries aggravated if immediate medical attention is not, provided by, and trained rescue personnel. Survivors should be triaged, given available emergency medical aid as required, and then promptly evacuated to appropriate medical facilities.</p> <p>Analyze the statement with reference to airport emergency planning.</p>	15	<b>CO4</b>