

Name:

Enrolment No:



UPES

End Semester Examination, May 2023

Course: Airline Service Operations

Program: MBA Aviation Management

Course Code: TRAV7008

Semester: II

Time: 03 hrs.

Max. Marks: 100

Instructions:

1. The student must write his/her name and enrolment no. in the space designated above.
2. Read the instructions and questions carefully before starting to write the answers.
3. Manage your time effectively during the exam.
4. Write legibly and avoid any kind of cheating or plagiarism.
5. Review your answers before submitting the exam.
6. Contact the invigilator if you have any queries or issues during the exam.

SECTION A

10Qx2M=20Marks

S. No.	Attempt All questions	Marks	CO
Q1.		2	CO1
Q2.	What is an airport slot? a) A designated time period during which an airline is allowed to take off or land at an airport b) A physical space at an airport where an airline can park its aircraft c) An agreement between two airlines to share capacity on a particular route d) An agreement between an airline and an airport to provide ground handling services	2	CO2
Q3.	Which of the following is a factor that airlines consider when selecting aircraft for their fleet? a) Passenger comfort b) Fuel efficiency c) Maintenance costs d) All of the above	2	CO1
Q4.	Which airline alliance is the largest in the world? a) SkyTeam b) Oneworld c) Star Alliance d) AirAsia Group	2	CO1

Q5.	What is airline leasing?	2	CO1
Q6.	How do low-cost carriers differ from full-service carriers?	2	CO2
Q7.	What are the advantages of the charter airline business model?	2	
Q8.	How do regional airlines differ from other types of carriers?	2	
Q9.	What are some of the key factors that contribute to a successful aviation industry business model?	2	
Q10.	Which region has the largest share of global passenger traffic? a) North America b) Europe c) Asia-Pacific d) Middle East	2	
SECTION B 4Qx5M= 20 Marks (Attempt All questions)			
Q11.	Airlines may face pressure to invest in new, more fuel-efficient aircrafts from a variety of stakeholders, name them.	5	CO1
Q12.	What do you mean by carbon offsetting?	5	CO2
Q13.	How Airports can be classified and categorized?	5	CO3
Q14.	What do you mean by effective radiative forcing? Or What are the Main objectives of Airlines Service Operations? Who interacts with Airline Customers? What are the New trends in airlines service operations?	5	CO4
SECTION-C 3Qx10M=30 Marks (Attempt All questions)			
Q15.	Summarize the procedures in passenger handling of a departing passenger in an international airport.	10	CO1, CO2
Q16.	Carbon offsets help airlines achieve their own carbon emissions with equivalent reductions elsewhere. How?	10	CO1, CO2
Q17.	What is the role of technology in flight crew scheduling?	10	CO3
SECTION-D 2Qx15M= 30 Marks (Attempt All questions)			
Q18.	Explain how the cost structure of LCCs differs from that of FSCs, and how it affects the profitability of the airlines. Or Mumbai International Airport Limited (MIAL) is a joint venture between the Airports Authority of India (AAI) and a consortium led by the GVK Group. MIAL operates Chhatrapati Shivaji Maharaj International Airport (CSMIA), the primary international airport serving the Mumbai metropolitan area in India. In recent years, MIAL has faced a number of	15	CO3, CO4

resource management challenges, including managing passenger traffic growth, improving airport infrastructure, and maintaining operational efficiency.

Analysis:

One of the main challenges faced by MIAL was managing the rapid growth in passenger traffic. Between 2016 and 2019, CSMIA experienced a 23% increase in passenger traffic, which put significant strain on airport resources. To address this challenge, MIAL implemented a number of initiatives to improve passenger flow, including expanding terminal capacity, installing new passenger processing systems, and increasing the number of security checkpoints.

Another challenge faced by MIAL was improving airport infrastructure. In 2017, CSMIA initiated a major renovation and expansion program aimed at increasing the airport's capacity and improving the passenger experience. As part of this program, MIAL upgraded terminal facilities, expanded parking facilities, and constructed a new integrated terminal building. These initiatives have helped to modernize CSMIA and position it as one of the leading airports in the region.

Maintaining operational efficiency is also critical for airport management. MIAL has implemented a number of measures to improve operational efficiency, including introducing new technology systems for baggage handling, passenger flow management, and aircraft turnaround times. These measures have helped to reduce delays and improve the overall passenger experience at CSMIA.

Conclusion:

Mumbai International Airport Limited (MIAL) has faced a number of resource management challenges in recent years, including managing passenger traffic growth, improving airport infrastructure, and maintaining operational efficiency. Through a series of initiatives and programs, MIAL has been able to overcome these challenges and establish itself as one of the busiest and most efficient airports in India. The success of MIAL highlights the importance of effective resource management in the aviation industry and the need for ongoing investment in airport infrastructure and technology.

Now try to answer the following questions:

- a) What were the main resource management challenges faced by Mumbai International Airport Limited (MIAL)?
- b) How did MIAL address the challenge of managing passenger traffic growth at Chhatrapati Shivaji Maharaj International Airport (CSMIA)?
- c) What initiatives did MIAL undertake to improve airport infrastructure at CSMIA?
- d) How did MIAL improve operational efficiency at CSMIA and what measures did they implement to achieve this?
- e) What lessons can other airports and aviation companies learn from the success of Mumbai International Airport Limited (MIAL)?

Q19.	<p>Recently you visited CSMIA regarding your Industrial visit. Now answer the following questions related to your visit and report writing: (a). Airport Management: How is the airport managed and organized, including governance, finance, and strategy? (b). Airport Security: How does the airport ensure security and safety for passengers, employees, and aircraft, including screening, surveillance, and emergency response? (c). Ground Handling: How does the airport manage its ground handling services, including baggage handling, fueling, catering, and maintenance? (d). Passenger Services: How does the airport manage its passenger services, including check-in, immigration, customs, and retail?</p>	15	CO3, CO4
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