Roll No……..….. **Total No. of Printed Pages: 1**
Total No. of Questions: [09]

BBA (Aviation Management) (Semester – 5th)
CABIN CREW MANAGEMENT
Subject Code: BBADS2504
Paper ID: [20150227]

Time: 03 Hours **Maximum Marks: 60**
Instruction for candidates:
1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

Section – A **(2 marks each)**

Q1. Attempt the following:
a. Describe Cognitive Skills
b. Define the importance of accreditation
c. Define Simulations
d. Define revalidation
e. What is error management?
f. Need for CRM training in aviation industry
g. How error management differ from error prevention?
h. Define SOPs
i. How do stress and fatigue influence decision making?
j. What are the key CRM requirements established by the UK aviation industry?

Section – B **(5 marks each)**

Q2. What are behavioral markers, and how are they used in CRM training?
Q3. How can role-playing in CRM training help individuals understand different team roles?
Q4. What are the key differences between CRM requirements in the UK and the JAA?
Q5. What are the key CRM requirements specifically designed for cabin crew? How does CRM training for cabin crew differ from that of flight deck crew?
Q6. Why is accreditation critical for maintaining the credibility and effectiveness of CRM programs?

Section – C **(10 marks each)**

Q7. What are the different types of human errors, and how can they affect operational performance? Explain the "Swiss Cheese Model" in relation to human error and how it applies to error prevention.
Q8. What are the consequences of stress on decision-making and communication? How does fatigue affect individual and team performance in CRM?
Q9. What are the main CRM requirements for flight deck crew? How does CRM training for flight deck crew focus on communication and decision-making in the cockpit