



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad - 500 043

AERONAUTICAL ENGINEERING

TUTORIAL QUESTION BANK

Course Title	AIRPORT OPERATIONS				
Course Code	AAE530				
Programme	B.Tech				
Semester	VII	AE			
Course Type	Elective				
Regulation	IARE - R16				
Course Structure	Theory			Practical	
	Lectures	Tutorials	Credits	Laboratory	Credits
	3	-	3	-	-
Chief Coordinator	Dr. Yagya Dutta Dwivedi, Professor, AE				
Course Faculty	Dr. Yagya Dutta Dwivedi, Professor, AE				

COURSE OBJECTIVES (COs):

The course should enable the students to:	
I	Understand about the commercial airport operations, functions, planning and facilities needed.
II	Describe about the procedure of ground handling of baggage and also to know about handling process, equipments, and technologies used
III	Explain about airport operation management, pavement management, rescue and safety hazards management.
IV	Impart knowledge on basics of airport terminals, ATC, and control access in different airport areas.
V	Apply the administrative and performance processes to get efficient output.

COURSE OUTCOMES (COs):

CO 1	Understand about the commercial airport operations, functions, planning and facilities needed.
CO 2	Describe about the procedure of ground handling of baggage and also to know about handling process, equipment's, and technologies used.
CO 3	Explain about airport operation management, pavement management, resource, fire fighting, safety, hazardous materials handling managements
CO 4	Explore the airport terminal services, Air traffic control system, access system, Tele-communication, Meteorology, Aeronautical information system
CO 5	Outline the operational administration and performance related to airport monitoring, equipment's and human resource considerations.

COURSE LEARNING OUTCOMES (CLOs)

Students, who complete the course, will be able to demonstrate the ability to do the following:

CLO Code	At the end of the course, the student will have the ability to:
AAE530.01	Remember about the difference between general aviation and commercial airports.
AAE530.02	Understand the hub and its types used in airport system.
AAE530.03	Describe airport planning and master plan.
AAE530.04	Explain about forecasting, design alternatives and land use for the airport operations.
AAE530.05	Remember ground, passenger and ramp handling procedure.
AAE530.06	Understand departure, control methods and divisions of responsibilities.
AAE530.07	Describe baggage handling process and equipment's requires for this purpose.
AAE530.08	Explain about organization management and performance matrices.
AAE530.09	Remember airport operations and pavement management
AAE530.10	Understand the aircraft rescue and firefighting system
AAE530.11	Understand safety aspects like bird and wild life hazards management.
AAE530.12	Remember the factors affecting the security at commercial and general aviation airport.
AAE530.13	Remember the airport technical services available in any airport.
AAE530.14	Understand the Tele-communication, meteorology and airport access.
AAE530.15	Remember the factors affecting airport access and its modes during airport operations.
AAE530.16	Understand the safety management system and Air Traffic control procedure.
AAE530.17	Understand the strategic and tactical administration of an airport.
AAE530.18	Remember the managing operations performance and its key factors.
AAE530.19	Understanding the factors of airport operations and control centers.
AAE530.20	Remember the best practices used for any commercial airport operations and future needs.

UNIT – I**THE AIRPORT AS AN OPERATIONAL SYSTEM****PART - A (SHORT ANSWER QUESTIONS)**

S No	Questions	Blooms Taxonomy Level	Course outcome	Course Learning Outcomes (CLOs)
1	Write a short note on Private airports.	Remember	CO1	AAE530.01
2	Define the operations of airport planning.	Understand	CO1	AAE530.01
3	Write about public use airport and its types.	Remember	CO1	AAE530.01
4	Define the commercial service airports.	Remember	CO1	AAE530.01
5	Explain the term primary commercial service.	Remember	CO1	AAE530.01
6	Discuss and explain the term general aviation airports.	Remember	CO1	AAE530.01
7	Discuss about reliever airports. What is the necessity of that?	Remember	CO1	AAE530.01
8	Explain about types of hubs.	Understand	CO1	AAE530.01
9	Define the term medium hubs. What it signifies.	Understand	CO1	AAE530.01
10	Define Components of an airport-airside.	Remember	CO1	AAE530.01
11	Define Airport system planning.	Remember	CO1	AAE530.01
12	Define the term airport master plan.	Understand	CO1	AAE530.01
13	Define the term Airport layout plan.	Remember	CO1	AAE530.02
14	Why is forecasting required for Airport planning?	Understand	CO1	AAE530.02
15	What are the facilities requirements in Airport system planning?	Understand	CO1	AAE530.01
16	Explain the types of airspace available in any airport.	Remember	CO1	AAE530.02
17	What do you understand by airport models? Explain.	Understand	CO1	AAE530.02
18	Discuss about general aviation airports. What types of operation done by these airports?	Remember	CO1	AAE530.02
19	What is airport airside and runway aside? How these are connected to each other?	Understand	CO1	AAE530.02
20	Name few private airports in India. How it differs from public airports?	Understand	CO1	AAE530.02

PART - B (LONG ANSWER QUESTIONS)

1	Explain about the different types of airport models. Describe with suitable diagram.	Remember	CO1	AAE530.01
2	Differentiate between commercial service airports and primary commercial service airports.	Understand	CO1	AAE530.01
3	Explain the different types of hubs. Draw a diagram and explain how the hubs are connected with spokes?	Remember	CO	AAE530.01
4	Explain the components of an airport-airside and landside. How the two regions are separated?	Remember	CO1	AAE530.01
5	Explain the different types of general aviation airports and reliever airports. How this types of airport are useful?	Remember	CO1	AAE530.02
6	Briefly explain the types of operations done in airports. Explain two of them with suitable example.	Understand	CO1	AAE530.02
7	Explain the complexity of commercial service airports. How this complexity is handled by the management? Explain.	Remember	CO1	AAE530.02
8	Explain Airport as a System-Function. How these systems are divided? Give block diagram and explain.	Understand	CO1	AAE530.02
9	What are the different plans involved in airport system planning explain briefly any one?	Understand	CO1	AAE530.02
10	Discuss Routing cycles, routing generators with suitable diagram and explain each terms in detail.	Understand	CO1	AAE530.02
11	Briefly explain the different types of maintenance required in an aircraft.	Remember	CO1	AAE530.03

12	Briefly explain airport master plan. What is the necessity of master plan of airport? Compare with city master plan and airport master plan.	Remember	CO1	AAE530.03
13	What do you understand by the Airport layout plan? How the layout plan is prepared? Write a small layout plan for a new airport.	Understand	CO	AAE530.03
14	What is the difference between Financial plans and land use planning?	Remember	CO1	AAE530.03
15	Explain with an example the different routing systems. How the route planning is done to avoid congestion in airport?	Remember	CO1	AAE530.03
16	Briefly explain the Passenger handling.	Remember	CO1	AAE530.04
17	Discuss aircraft routing with an example problem	Remember	CO1	AAE530.04
18	Explain the different routing systems with an example problem	Understand	CO	AAE530.04
19	Briefly explain ramp handling	Remember	CO1	AAE530.04
20	Differentiate between routing cycles and routing generators	Remember	CO1	AAE530.04

PART - C (PROBLEM SOLVING AND CRITICAL THINKING QUESTIONS)

1	Describe airport as a system-function in the airport-complexity of airport operation. How the management is handling and tackling the complexity issues?	Remember	CO1	AAE530.01
2	Explain the different types of airport models. What are the criteria to select best model for particular airport?	Remember	CO1	AAE530.01
3	Explain the different types of network flow model using the mathematical problem of multi- commodity problem.	Understand	CO1	AAE530.01
4	Discuss the role of complexity of airline planning. What are the major factors to be considered for airport planning?	Remember	CO1	AAE530.01
5	Explain Mathematical formulation for travelling salesman problem. How this issue can be handled to get best output? Explain.	Remember	CO1	AAE530.02
6	Describe complexity of airport operation.	Understand	CO1	AAE530.02
7	Briefly explain the role of operations done in airports.	Understand	CO1	AAE530.02
8	Explain the different types of general aviation airports, reliever airports, and commercial service airports.	Remember	CO1	AAE530.02
9	Differentiate private airports and public use airports.	Understand	CO1	AAE530.02
10	Classify the types of airports and distinguish between them.	Understand	CO1	AAE530.02

UNIT – II

GROUND HANDLING AND BAGGAGE HANDLING

PART - A (SHORT ANSWER QUESTIONS)

1	Define Airport system planning.	Remember	CO2	AAE530.05
2	Define the term airport master plan.	Remember	CO2	AAE530.05
3	Define the term Airport layout plan.	Remember	CO2	AAE530.05
4	Why is forecasting required for Airport planning?	Remember	CO2	AAE530.05
5	What are the facilities requirements in Airport system planning?	Understand	CO2	AAE530.05
6	What are the design alternatives in Airport system?	Remember	CO2	AAE530.05
7	Describe goal Financial plans.	Remember	CO2	AAE530.05
8	Discuss the land use planning.	Remember	CO2	AAE530.05
9	Define decision environmental planning.	Understand	CO2	AAE530.05
10	What are the external ramp equipments?	Remember	CO2	AAE530.06
11	Discuss aircraft ramp servicing.	Remember	CO2	AAE530.06
12	Briefly explain the Departure control.	Understand	CO2	AAE530.06
13	Briefly explain the ground handling responsibilities.	Understand	CO2	AAE530.06

14	Briefly explain Control of Ground Handling Efficiency.	Remember	CO2	AAE530.06
15	Explain the Control of ground handling efficiency.	Remember	CO2	AAE530.05
16	Illustrate the difference between ground handling and cargo handling.	Remember	CO2	AAE530.06
17	What is airline and how many types of airlines?	Understand	CO2	AAE530.06
18	Airport is monopoly industry. Explain this statement.	Understand	CO2	AAE530.06
19	How the airport master plan is prepared? Explain.	Remember	CO2	AAE530.06
20	Explain about cargo and baggage handling procedure.	Remember	CO2	AAE530.06
PART - B (LONG ANSWER QUESTIONS)				
1	Define Airport system planning and how does it work to plan an event at airport?	Remember	CO2	AAE530.05
2	Define the term airport master plan. How master plan is prepared for a new airport?	Understand	CO2	AAE530.05
3	Define the term Airport layout plan. Give an example of the layout plan considering new airport.	Remember	CO2	AAE530.05
4	Why is forecasting required for Airport planning? What are the parameters you will look as a manager to plan in advance?	Remember	CO2	AAE530.05
5	What are the facilities requirements in Airport system planning? Name few facilities and their importance in airport operations.	Remember	CO2	AAE530.05
6	What are the design alternatives in Airport system planning? Name few and explain them.	Remember	CO2	AAE530.05
7	Describe the goal of a Financial plan. Why financial planning is so important in airport operations?	Understand	CO2	AAE530.05
8	Discuss the land use planning. Why land use planning is done before setting up an airport?	Remember	CO2	AAE530.05
9	Discuss about environmental planning. How the environment planning is done to make sure that its not damaged due to airport activities?	Understand	CO2	AAE530.06
10	What are the external ramp equipments? Name five ramp equipments used at apron and explain the functions.	Remember	CO2	AAE530.06
11	Today “environmental planning” is one of the most critical area of planning. Explain What are the issues related with this planning.	Understand	CO2	AAE530.06
12	Create an airport layout in a plateau region. Give an example of plateau layout and explain in detail.	Understand	CO2	AAE530.06
13	Build an airport master plan for free and busy cities. How you are going to plan for Hyderabad city to accommodate domestic and international flights?	Understand	CO2	AAE530.06
14	What are the major financial problems that could arise in airport planning? Explain in detail about few important problems.	Remember	CO2	AAE530.06
15	Design a master plan for Hyderabad airport to be as a hub airport to tackle small regional airports.	Understand	CO2	AAE530.06
16	Today “environmental planning” is one of the most critical area of planning. Explain What are the issues related with this planning.	Remember	CO2	AAE530.07
17	Create an airport layout in a plateau region. Give an example of plateau layout and explain in detail.	Remember	CO2	AAE530.07
18	Build an airport master plan for free and busy cities. How you are going to plan for Hyderabad city to accommodate domestic and international flights?	Understand	CO2	AAE530.07
19	What are the major financial problems that could arise in airport planning? Explain in detail about few important problems.	Understand	CO2	AAE530.07
20	Design a master plan for Hyderabad airport to be as a hub airport to tackle small regional airports.	Remember	CO2	AAE530.07

PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Explain airport as a system-function in the airport-complexity of airport operation.	Understand	CO2	AAE530.07
2	Explain the different types of airport models.	Understand	CO2	AAE530.07
3	Explain the different types of network flow model using the mathematical problem of multi- commodity problem.	Describe	CO2	AAE530.07
4	Discuss the role of complexity of airline planning.	Understand	CO2	AAE530.07
5	Explain Mathematical formulation for travelling salesman problem.	Understand	CO2	AAE530.08
6	Describe complexity of airport operation.	Understand	CO2	AAE530.08
7	Briefly explain the role of operations done in airports.	Understand	CO2	AAE530.08
8	Explain the different types of general aviation airports, reliever airports, and commercial service airports.	Understand	CO2	AAE530.08
9	Differentiate private airports and public use airports.	Remember	CO2	AAE530.08
10	Classify the types of airports and distinguish between them.	Remember	CO2	AAE530.08
UNIT-III				
PASSENGER TERMINAL AND CARGO OPERATIONS				
PART - A (SHORT ANSWER QUESTIONS)				
1	Define the term Baggage handling.	Understand	CO3	AAE530.09
2	Discuss the Baggage operations.	Understand	CO3	AAE530.09
3	Define the term Control of ground handling efficiency.	Describe	CO3	AAE530.09
4	Define the term aircraft ramp servicing.	Remember	CO3	AAE530.09
5	Define the term ramp layout.	Remember	CO3	AAE530.09
6	Define the term route development.	Understand	CO3	AAE530.09
7	Define the term Passenger handling.	Understand	CO3	AAE530.09
8	Discuss the different types of airport handling.	Understand	CO3	AAE530.09
9	Discuss the operating characteristics of baggage.	Understand	CO3	AAE530.09
10	Define Handling systems.	Understand	CO3	AAE530.09
11	Define the term Baggage handling.	Understand	CO3	AAE530.09
12	Discuss the Baggage operations.	Remember	CO3	AAE530.09
13	Define the term Control of ground handling efficiency.	Remember	CO3	AAE530.09
14	Define the term aircraft ramp servicing.	Remember	CO3	AAE530.09
15	Define the term ramp layout.	Remember	CO3	AAE530.10
16	Define airspace and types of airspace used by any ATS.	Understand	CO3	AAE530.10
17	What is ATC? Where the ATC is located?	Remember	CO3	AAE530.10
18	What are the facilities available inside the ATC?	Remember	CO3	AAE530.10
19	Explain passenger information system.	Remember	CO3	AAE530.11
20	What is meaning of the boarding strategy?	Remember	CO3	AAE530.11
PART – B (LONG ANSWER QUESTIONS)				
1	What do you understand by airport operations and how these operations are performed at the any international airport?	Remember	CO3	AAE530.09
2	Define the passenger information systems. How these information have changed the passenger approach towards the airport operations and airline facility system?	Remember	CO3	AAE530.09
3	Name five airline related passenger services. Explain three of them with some examples of any Indian airport.	Understand	CO3	AAE530.09
4	Describe the different levels of aircraft boarding strategy. Explain two main strategy of smooth boarding process for the passenger.	Remember	CO3	AAE530.09
5	Define different types of gate assignment. Explain the process of the gate management. Give example of one method used in RGI airport Hyderabad.	Remember	CO3	AAE530.09

6	Explain about airport fire fighting arrangements available in airport. Write a strategy for the fire fighting used in airport.	Understand	CO3	AAE530.09
7	Define non-passenger related airport authority functions. How non passenger activities are performed in an airport.	Understand	CO3	AAE530.09
8	What is the aircraft component that is to be satisfied in baggage handling at airports?	Remember	CO3	AAE530.09
9	Define Air cargo market in Indian Markets. How the air cargo operations are performed in Indian Airports?	Remember	CO3	AAE530.10
10	Explain the effects of bird and wild life hazards in an airport. What the measures are normally taken in RGI Airport Hyderabad?	Understand	CO3	AAE530.10
11	Write the effects of bird hazard on a fighter plane. How the IAF making plan to prevent such bird hit during the flight operations?	Understand	CO3	AAE530.10
12	What do you understand by security at the airports? Write the importance of the security in any of the airport.	Remember	CO3	AAE530.10
13	Why the security of all the airports is made so stringent? Give some historical perspective of this issue which made the security so significance.	Remember	CO3	AAE530.11
14	How the security of the general aviation airport differs from the commercial airports? Explain with all technical and commercial details.	Understand	CO3	AAE530.10
15	Explain about future of any airport security. What is the future technology is going to influence the airport security issues?	Understand	CO3	AAE530.11
16	How airport operation is managed? Explain with some examples used in airport management.	Understand	CO3	AAE530.11
17	How the runway pavement is made to operate? Who all responsible to make these pavements useful for longer time?	Remember	CO3	AAE530.11
18	Describe about Snow and Ice control over the passenger terminals. How these conditions are managed in terminals?	Remember	CO3	AAE530.12
19	What do you understand by inspections of passenger and cargo terminals? How the inspections are undertaken in the airport? Which authority is making sure that the inspection is done as per required standard?	Understand	CO3	AAE530.12
20	How the bird and wild life hazards are insured in an airports? Explain one bird hazard prevention technique used at airport.	Understand	CO3	AAE530.12
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Briefly Describe the different levels of aircraft boarding strategy. How these strategies are useful for the aircraft boarding?	Remember	CO3	AAE530.09
2	Discuss the two philosophies of management of passenger at the airport terminal, and bring out the advantages and disadvantages of each.	Remember	CO3	AAE530.09
3	Describe a typical turnaround of a cargo at an airport, explaining clearly the activities involved.	Understand	CO3	AAE530.10
4	Define non-passenger related airport authority functions. Give brief idea about non –passenger related activities.	Remember	CO3	AAE530.10
5	Distinguish Flow through the cargo terminal.	Remember	CO3	AAE530.11
6	Describe airline related passenger services. Explain different types of passenger services and how these services are utilized by the passengers?	Understand	CO3	AAE530.11
7	Explain the difference between direct passenger services and airliner passenger services. Give examples.	Understand	CO3	AAE530.11
8	Explain briefly about passenger information systems.	Remember	CO3	AAE530.12

	How these information are benefitted to the organization.			
9	Describe briefly about unit loading devices. Name four unit loading devices used in an airport and explain.	Remember	CO3	AAE530.12
10	What are the different freight operations for the integrated carrier?	Understand	CO3	AAE530.12
UNIT IV				
AIRPORT TECHNICAL SERVICES AND ACCESS				
PART - A (SHORT ANSWER QUESTIONS)				
1	Define the Scope of technical services used in airport operations.	Remember	CO4	AAE530.13
2	Explain Air traffic control telecommunications used in airport.	Remember	CO4	AAE530.13
3	Define Meteorology used in airport operations. Why it is so important in operation?	Understand	CO4	AAE530.13
4	Discuss aeronautical information related to technical services	Understand	CO4	AAE530.13
5	Define Access as part of airport system. What is its importance?	Understand	CO4	AAE530.13
6	Define different types of gate assignment	Understand	CO4	AAE530.14
7	Define the different levels of handling	Remember	CO4	AAE530.14
8	Define non-passenger related airport authority functions	Remember	CO4	AAE530.14
9	Describe hubbing considerations.	Understand	CO4	AAE530.14
10	Discuss the Space component and adjacencies.	Remember	CO4	AAE530.14
11	What are the design alternatives in Airport system planning?	Remember	CO4	AAE530.13
12	Describe goal of the Financial plans.	Understand	CO4	AAE530.13
13	Discuss the land use planning.	Remember	CO4	AAE530.13
14	Define decision environmental planning.	Understand	CO4	AAE530.13
15	What are the external ramp equipments?	Understand	CO4	AAE530.13
16	How cargo is classified? How the cargo access in complied?	Remember	CO4	AAE530.14
17	Describe passenger services available in an airport.	Understand	CO4	AAE530.14
18	Describe access and interaction with passenger.	Remember	CO4	AAE530.14
19	Define aircraft accident and how many types of accident?	Understand	CO4	AAE530.14
20	Define aircraft incident and its types.	Understand	CO4	AAE530.14
PART – B (LONG ANSWER QUESTIONS)				
1	Define the significance of Air traffic control.	Remember	CO4	AAE530.13
2	Define the significance of scope of technical services.	Remember	CO4	AAE530.13
3	Define Processing of the passenger access.	Understand	CO4	AAE530.13
4	Define Passenger information systems.	Understand	CO4	AAE530.13
5	Define Air cargo market.	Remember	CO4	AAE530.13
6	Describe access modes-in-town and off-airport terminals.	Remember	CO4	AAE530.14
7	Describe airline related passenger services.	Understand	CO4	AAE530.14
8	Describe flow through the cargo terminal.	Remember	CO4	AAE530.14
9	Describe access interaction with passenger terminal operations	Remember	CO4	AAE530.14
10	Describe access users and modal choice.	Understand	CO4	AAE530.14
11	What do you understand by Probability of an aircraft accident? Show the fatality rate of the aircraft accidents with examples.	Understand	CO4	AAE530.14
12	How many types of Airport/ Aircraft emergencies exist? Classify the emergencies related to aircraft and airport as per ICAO.	Understand	CO4	AAE530.14
13	Write about the level of protection required for any aircraft to undertake flying operations. Write different safety measures to handle a safe flying.	Remember	CO4	AAE530.14

14	Describe about airport categories. How much fire fighting equipments and extinguishers needed to handle fire emergency?	Remember	CO4	AAE530.14
15	Write four categories of airports and explain then with specifications of the airport.	Understand	CO4	AAE530.15
16	What are the equipments and systems available to undertake a communication with aircraft and airport?	Understand	CO5	AAE530.15
17	What is the purpose of airport and airline communication? How these two are inter related with each other explain with examples.	Understand	CO5	AAE530.15
18	“Meteorological briefing is supposed to be done before every flight”. Explain this statement with proper reasons.	Remember	CO5	AAE530.15
19	What is the importance of search and rescue operations? How these operations are undertaken on airport during any accident?	Remember	CO5	AAE530.15
20	Explain about security of an airport. How passengers security can be made easy?	Understand	CO5	AAE530.15
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Briefly describe flow through the cargo terminal. In an International airport cargo terminal is separate than passenger terminal. Explain.	Understand	CO5	AAE530.15
2	Explain the levels of aircraft boarding strategy.	Understand	CO5	AAE530.15
3	Briefly write the philosophies of terminal management related to cargo.	Understand	CO5	AAE530.15
4	Define non-passenger related airport authority functions. Discuss with example	Remember	CO5	AAE530.15
5	Briefly explain cargo apron operation used in airport.	Remember	CO5	AAE530.16
6	Describe briefly Handling of cargo within the terminal.	Understand	CO5	AAE530.16
7	Briefly explain factors affecting access-mode choice.	Understand	CO5	AAE530.16
8	Briefly explain aircraft observations and reports.	Understand	CO5	AAE530.16
9	Briefly explain Meteorological Observations and Reports.	Remember	CO5	AAE530.16
10	Briefly explain the different functions of air traffic control.	Remember	CO5	AAE530.16
UNIT V				
OPERATIONAL ADMINISTRATION AND PERFORMANCE				
PART – A (SHORT ANSWER QUESTIONS)				
1	What is Industry Bench Marking? Explain in brief.	Understand	CO5	AAE530.17
2	Write main parts of airport organization. Briefly explain two parts of this system.	Understand	CO5	AAE530.17
3	Define airport logistics. How the logistics of airport is managed during operations.	Understand	CO5	AAE530.17
4	Describe the level of the service existence at airport. How the services can be improved to the level of customers requirements?	Remember	CO5	AAE530.17
5	Explain strategic business plan for the airport operations.	Understand	CO5	AAE530.18
6	What do you understand about reliability related to the airport operational activities?	Understand	CO5	AAE530.18
7	Explain about dimension one in connection with tactical approach in administration.	Remember	CO5	AAE530.17
8	Explain about dimension two in connection with tactical approach in administration	Understand	CO5	AAE530.07
9	Explain the term Aligned, Owned and Actionable related to the performance measurements at airport.	Understand	CO5	AAE530.17
10	Define internal assessment of the airport system and management.	Understand	CO5	AAE530.17
11	Define external assessment of the airport system and management.	Remember	CO5	AAE530.18

12	What is Airport Authority of India? What are its functions? Discuss in detail.	Remember	CO5	AAE530.17
13	What is AERA? How it differs from Airport Authority of India?	Understand	CO5	AAE530.17
14	What do you understand by high performance of airport? Explain with one example.	Remember	CO5	AAE530.17
15	What is business plan of any successful airport? How the business plan is implemented to get the maximum profit with maximum customers satisfaction.	Remember	CO5	AAE530.17
16	Define SBU based airport management system.	Remember	CO5	AAE530.18
17	What is the airport administration structure?	Remember	CO5	AAE530.18
18	Describe service effectiveness and competence.	Understand	CO5	AAE530.18
19	What do you understand by executing proper administration in an airport?	Remember	CO5	AAE530.18
20	Explain about planning for performance	Remember	CO5	AAE530.18
PART – B (LONG ANSWER QUESTIONS)				
1	Explain ten key lessons learnt from successful airport privatization system.	Remember	CO5	AAE530.17
2	Describe key success factors for high performance of airport operations.	Remember	CO5	AAE530.17
3	Draw the flow chart of technical airport organizational structure and explain with all necessary parameters.	Understand	CO5	AAE530.17
4	Draw the schematic airport administration structure and explain its important features.	Understand	CO5	AAE530.17
5	Explain operational performance of airport in terms of level of service delivered to users.	Understand	CO5	AAE530.17
6	Draw the chart of airport strategic business plan and explain each plan in brief.	Remember	CO5	AAE530.17
7	Write about functional level plans for the effective operation of the airport.	Remember	CO5	AAE530.17
8	What are the determinants of the service effectiveness? Explain about competence, courtesy, and credibility.	Remember	CO5	AAE530.18
9	Explain the main features of the tactical approach to administration of any Indian Airport operations.	Understand	CO5	AAE530.18
10	Explain about planning for performance and draw a service plan focusing the customer experience.	Understand	CO5	AAE530.18
11	Write about the “Best practices and trends in performance based contracting”. Explain this issue for any airport of your city.	Understand	CO5	AAE530.18
12	What do you understand by “Execution of the Operations” specifically related to airport operational program.	Remember	CO5	AAE530.17
13	Write ten aspects of airport operations program execution. Explain five of them giving examples of any Indian airport.	Understand	CO5	AAE530.17
14	“The AOCC is the central nervous system of the airport”. Explain with your logic on the statement.	Understand	CO5	AAE530.17
15	What are the ten key success indicators? Explain five of them with necessary examples.	Remember	CO5	AAE530.07
16	What do you understand by AOCC? How this term is very important for any management activities.	Remember	CO5	AAE530.18
17	Describe about operational program control. Explain the Key Success Indicators (KSIs).	Remember	CO5	AAE530.18
18	Describe Airport Performance Indicators (APIs). Write the three categories of Airport Performance Indicators and explain.	Remember	CO5	AAE530.18
19	How the external assessment impact the airport industry commercialization? Explain with few examples and also	Understand	CO5	AAE530.18

	explain its importance in airport planning and administration.			
20	What are the key success factors for high performance airport? Explain five factors in details with suitable examples.	Understand	CO5	AAE530.18
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Explain about responsiveness, Tangible and Courtesy related to the airport operation and administration.	Remember	CO5	AAE530.17
2	Describe about dimension one and dimension two organizational units used for tactical administration purpose.	Remember	CO5	AAE530.17
3	How the tactical airport operations administration is predicted? Explain the need of prediction with examples.	Remember	CO5	AAE530.17
4	Write the component of the air[port operational program and explain each components in brief.	Understand	CO5	AAE530.17
5	What are the key functional areas for the organizational considerations of the airport administration?	Understand	CO5	AAE530.18
6	Draw the SBU-based airport management organizational structure and explain with the help of flow chart.	Understand	CO5	AAE530.18
7	Draw the sample customer experience map of Rajiv Gandhi International Airport Hyderabad and explain it's important features.	Remember	CO5	AAE530.18
8	What are the primary elements of service delivery plan to the customer? How this plan is implemented by using modern technology.	Remember	CO5	AAE530.18
9	Write ten important points for financial management in any of the Indian airport. Give example of an Indian airport which performed best in last year.	Remember	CO5	AAE530.19
10	Illustrate the execution part of any airport operational program and how it differs from other enterprises?	Understand	CO5	AAE530.19

Prepared By:

Dr. Yagya Dutta Dwivedi, Professor

HOD, AE