



UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 4th Semester Examination, 2021

SEC1 (P2)-BBA (TAH)

RESOURCE MANAGEMENT AT AIRPORT AND CREW MANAGEMENT

Full Marks: 60

ASSIGNMENT

The figures in the margin indicate full marks.

Answer any *three* of the following questions

20×3 = 60

1. Define CRM. What are the individual skills related to CRM? Explain. What is LOFT and what are the phases of LOFT? 3+7+3+7
2. Define Workload and its classification and the various steps of workload management with the help of a diagram. What are the differences between CRM and MRM? 10+5+5
3. What is the Four Ps for Good Safety Culture? Explain in detail. State five major characteristics of a leader. 10+10
4. Write about the Recruitment, Selection and Training procedure in Aviation in detail. 20

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