

FOR THE CANDIDATES ADMITTED  
DURING THE ACADEMIC YEAR 2020 ONLY)

REG.NO

20UBP620

NGM COLLEGE (AUTONOMOUS) POLLACHI  
END-OF-SEMESTER EXAMINATIONS: MAY-2023

B.Com-Business Process Services  
VI SEMESTER

MAXIMUM MARKS: 70  
TIME: 3 HOURS

**PART III**

**MANAGING BUSINESS PROCESSES – II**

**SECTION – A (10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

**MULTIPLE CHOICE QUESTIONS.**

**(K1)**

**(Qn. No. 1 - 5)**

1. A process constitutes of\_\_\_\_\_
  - (a) Specific activities
  - (b) Internal business activities
  - (c) External business activities
  - (d) Group of activities
2. Quality control does not apply to
  - (a) Drawing flow charts
  - (b) Drawing control charts
  - (c) Idea generation
  - (d) PTA meetings
3. \_\_\_\_\_ is the distribution of data when showcased by a simple bar graph in class intervals.
  - (a) Check Sheets
  - (b) Pareto Analysis
  - (c) Histogram
  - (d) Flow Charts
4. The concept of Six Sigma was developed by the following company
  - (a) General Electric
  - (b) Motorola
  - (c) Honey well
  - (d) DuPont
5. \_\_\_\_\_ is the possibility of losing money on an investment or business venture
  - (a) Operational Risk
  - (b) Financial Risk
  - (c) Information Security Risk
  - (d) Mitigation Risk

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES**

**(K2)**

**(Qn. No. 6 - 10)**

6. Explain BPO.
7. Recall Inspection.

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8. Explain Brainstorming
9. Explain Agile methodology.
10. Define Operational Risk

**SECTION – B**

**(5 X 4 = 20 MARKS)**

**ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.**

**(K3)**

11. a) List the Need for Quality Management.  
b) Compare Quality Control and Quality Assurance. **(OR)**
12. a) Show the uses of Sampling Inspection.  
b) How will you calculate using DPU and DPMO. **(OR)**
13. a) Sketch PDCA Cycle.  
b) Examine Why Analysis. **(OR)**
14. a) Find the Need for Process Improvement.  
b) Describe Six Sigma methodology. **(OR)**
15. a) Explain the Operational Risk  
b) Describe the Financial Risk **(OR)**

**SECTION - C**

**(4 X 10 = 40 MARKS)**

**ANSWER ANY FOUR OUT OF SIX QUESTIONS**

**(16<sup>th</sup> QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS  
(FROM Qn. No : 17 to 21) **(K4 (or) K5)****

16. Experiment the Value Stream Mapping.
17. Outline the Principles of ISO.
18. Interpret the Root Cause Analysis.
19. Discuss the Process Failure Mode Effects Analysis (PFMEA).
20. Interpret Lean Methodology.
21. Point out various Risk Types.

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