

NGM COLLEGE (AUTONOMOUS) POLLACHI

END-OF-SEMESTER EXAMINATIONS: MAY-2023

B.Com-Business Process Services

MAXIMUM MARKS: 70

VI SEMESTER

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.

(CONTD...2)

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

SECTION - C **(4 X 10 = 40 MARKS)**

ANSWER ANY FOUR OUT OF SIX QUESTIONS

**(16th 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 Point out various Risk Types.
