

**N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI**

**END-OF-SEMESTER EXAMINATIONS : NOVEMBER-2023**

**COURSE NAME : B.COM BPS**

**MAXIMUM MARKS: 70**

**SEMESTER : V**

**TIME : 3 HOURS**

**PART - III  
21UBP516 -MANAGING BUSINESS PROCESS-I**

**SECTION - A**

**(10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.  
MULTIPLE CHOICE QUESTIONS.**

1. Which of the following best describes business model?
  - A. Typically a graphical depiction of the essential business process information
  - B. A sequence of business activities
  - C. An evaluation of potential business process improvements
  - D. None of the above
2. What are the factors which have an impact when deciding on a BPO destination?
  - A. Reliable to telecommunications infrastructure
  - B. Cost of frame work
  - C. Strong regulator frame work
  - D. All the above
3. What is an attribute, strategic product distribution the extra something that causes a product to stand out in its field?
  - A. Quantity
  - B. Design`
  - C. Quality
  - D. Price
4. How is the comprehensive and flexible system for achieving sustaining and maximum business success or profit?
  - A. Budget
  - B. Six sigma
  - C. PDCA
  - D. FPY
5. Relate family of “Quality standard system prescribed by the international standard organization
  - A. ISO 2016
  - B. ISO 2000
  - C. ISO 1997
  - D. ISO 9000

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

6. Define Management by objectives (MBO)
7. Differentiate internal customer vs end users
8. Interpret internal quality standards
9. Explain the sampling inspection
10. Define the delivery excellence.

**(CONTD .... 2)**

**SECTION – B (5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.**

11. a) Examine the process mapping technique  
**(OR)**  
b) Compare the core process and support process
12. a) Compute steady state and value creation  
**(OR)**  
b) Describe business metrics vs operation metrics
13. a) List the transaction monitoring cycle  
**(OR)**  
b) Describe standard operating procedure
14. a) Examine SIPOC fundamentals  
**(OR)**  
b) Discover SCRUM Enhancers
15. a) Find BPS terminologies  
**(OR)**  
b) Compute CMMI Certification

**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**

16. Analyze the customer expectations in Business Process outsourcing.
17. Determine the components of process management
18. Point out business process outsourced to India
19. Justify the Inspection, Feedback , RCA , Assurance
20. Summarize lean methodologies
21. Measure the PCI Data Security Standard , Security Audit , Data Privacy and Protection SOX

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