

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.

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****(16th 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
