

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

END-OF-SEMESTER EXAMINATIONS : MAY 2024

B.Com.BPS(SF)

MAXIMUM MARKS: 70

SEMESTER-VI

TIME : 3 HOURS

## PART - III

## 21UBP620- MANAGING BUSINESS PROCESS-II

SECTION - A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.(K1)

MULTIPLE CHOICE QUESTIONS.

1. What is the primary goal of process management?
  - a. Cost reduction
  - b. Increased efficiency
  - c. Customer satisfaction
  - d. All of the above
2. How does transaction monitoring contribute to regulatory compliance?
  - a. By increasing transaction volume
  - b. By providing real-time analytics
  - c. By identifying suspicious or unusual activities
  - d. By automating financial reporting
3. Why is user feedback crucial in the evaluation phase of design thinking?
  - a. To ignore potential improvements
  - b. To speed up the project timeline
  - c. To ensure that the solution meets user needs
  - d. To avoid any changes to the initial design
4. What does the term "Kaizen" mean in Japanese?
  - a. Rapid improvement
  - b. Continuous improvement
  - c. Total quality management
  - d. Lean manufacturing
5. What is the need for organizations to manage operational risk?
  - a. To maximize profits
  - b. To comply with industry regulations
  - c. To minimize disruptions and financial losses
  - d. To solely focus on external factors

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

6. Define Target Setting.
7. What is meant by RCA?
8. What is the initial step in conducting Failure Mode and Effect Analysis (FMEA)?
9. Write a note on Anti patterns.
10. What is Strategic risk?

**SECTION – B****(5 X 4 = 20 MARKS)****ANSWER THE FOLLOWING QUESTIONS.**

11. a) Explain the characteristics of Business Process.  
**(OR)**  
b) Classify the value creation in Business Process.
12. a) Describe the concept Sampling Inspection.  
**(OR)**  
b) Explain Standard Operating Procedures.
13. a) Enumerate the important of Problem solving tools.  
**(OR)**  
b) Identify the advantage of Systematic Problem Solving Basics.
14. a) Discuss the need for process improvement.  
**(OR)**  
b) Explain the concept of a Sprint in Scrum.
15. a) Explain the different types of risk.  
**(OR)**  
b) Bring out the few points for Risk Mitigation Plans.

**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. Distinguish between Business Metrics Vs Operation Metrics.
17. Explain the different Classifications of Quality Control Vs Quality Assurance.
18. Describe the scope and importance of Brainstorming.
19. Compare and contrast two different 7QC tools, highlighting their strengths and weaknesses.
20. Apply the principles of Lean to a specific business process. How would you identify and eliminate waste in this scenario?
21. Highlight the points about information security risk.

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