

(FOR THE CANDIDATES ADMITTED

22UBP618

DURING THE ACADEMIC YEAR 2022

ONLY

REG.NO.

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

END-OF-SEMESTER EXAMINATIONS : MONTH 2025

B.COM-BPS-SF

MAXIMUM MARKS: 50

SEMESTER-VI

TIME : 3 HOURS

PART – III

22UBP618– BUSINESS PROCESSES MANAGEMENT

SECTION – A

(10 X 1 = 10 MARK)

ANSWER THE FOLLOWING QUESTIONS.

1. A process constitutes of a _____
A. Activity in a process B. Group of activity C. Both A & B D. None K1
2. Components of process management is _____
A. Operational process B. Support process C. Management process D. All of these K1
3. BPO companies involved in transcription normally _____
A. Capture data and translate it into text B. Listen to a conversation on-line and translate it into text
C. Transforming an audio file into text D. Translate from one language into a different language K1
4. TQM stands for _____
A. Total quality management B. Total quantity management
C. Total quality maintenance D. total quantity maintenance K1
5. FEMA stands for _____
A. Financial Risk Manager B. Failure mode Effects Analysis
C. Front method Effect Analysis D. None K1

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

6. Define BPM (K2)
7. What BPO is? (K2)
8. Differentiate KPO vs. BPO (K2)
9. Interpret RCA (K2)
10. Tell lean methodology. (K2)

SECTION – B

(5 X 3 = 15 MARKS)

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

11. a) Compute the best practices of BPO (K3)
(OR)
b) Compare the Core Processes Vs Support (K3)

12. a) Describe the Need for Outsourcing (K3)
(OR)
 b) Discover the challenges in BPO (K3)

13. a) Examine the Life cycle of BPO (K3)
(OR)
 b) Interpret ITO vs. BPO (K3)

14. a) Describe the Risk Mitigation (K3)
(OR)
 b) Assess the Internal Quality Standards (K3)

15. a) Discover the Brainstorming (K3)
(OR)
 b) Write short note on Agile for non software. (K3)

SECTION – C**(5 X 5 = 25 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.(K4 (Or) K5)**

16. a) Determine the feature of outsourcing environment (K4)
(OR)
 b) Justify the Components of Process Management (K5)

17. a) Construct the HR challenges in BPO Industry (K5)
(OR)
 b) Discuss Business Process Outsourced to India (K5)

18. a) Examine the Process mapping (K4)
 b) Analyze the KPO Indian Scenario. (K4)

19. a) Point out the Transaction Monitoring Process (K4)
(OR)
 b) Summarise the Standard Operating Procedures (K5)

20. a) Develop the Basic 7QC Tools (K5)
(OR)
 b) Measure the six sigma Methodology (K5)

Ethical paper