

(FOR THE CANDIDATES ADMITTED

23UBP619

DURING THE ACADEMIC YEAR 2023 – 2026 ONLY)

REG.NO. :

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

END-OF-SEMESTER EXAMINATIONS: MAY 2026

B.COM (BPS)

MAXIMUM MARKS: 75

SEMESTER: VI

TIME: 3 HOURS

PART - III

23UBP619 – BUSINESS PROCESS MANAGEMENT

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

(K1)

1. BPO stands for _____.
 - a) Business Performance Organization
 - b) Business Process Outsourcing
 - c) Back-office Process Operation
 - d) Business Productivity Office
2. Transition management mainly deals with _____.
 - a) Employee appraisal
 - b) Daily operations
 - c) Managing change from one process/state to another
 - d) Payroll systems
3. ITO mainly focuses on outsourcing _____.
 - a) Knowledge services
 - b) Business processes
 - c) IT infrastructure and applications
 - d) HR activities
4. Operational risk arises due to _____.
 - a) Internal process failures
 - b) Market fluctuations
 - c) Interest rate changes
 - d) Strategic planning
5. PDCA cycle was developed by _____.
 - a) Joseph Juran
 - b) Philip Crosby
 - c) W. Edwards Deming
 - d) Taiichi Ohno

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Define process management.
7. Indicate one difference between change and transition.
8. What is process mapping?
9. What is risk mitigation?
10. Define brainstorming.

(CONTD 2)

SECTION – B**(5 X 5 = 25 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) List the scope of process management.
(OR)
b) Compare core processes with support processes.
12. a) Show and explain BPO business models.
(OR)
b) List the challenges faced by BPO industry.
13. a) Compare ITO with BPO.
(OR)
b) Describe BPO models (life cycle).
14. a) Discover different types of risk.
(OR)
b) Describe risk mitigation plans.
15. a) Examine the Basic 7 QC tools.
(OR)
b) Describe FMEA.

SECTION – C**(5 X 8 = 40 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.****(K4 (Or) K5)**

16. a) Outline process management. Discuss its guidelines, issues and best practices in BPOs.
(OR)
b) Discuss BPO vendors with reference to functions, service scope, benefits and BPO-IT services relationship.
17. a) Summarize transition management and the steps involved in managing transition.
(OR)
b) Discuss cultural issues and HR management challenges in outsourcing to India.
18. a) Analyze customer expectations in Business Process Outsourcing.
(OR)
b) Point out the opportunities and challenges of KPO in detail. Also distinguish between KPO and BPO.
19. a) Compare Quality Control with Quality Assurance.
(OR)
b) Analyze transaction monitoring cycle in detail.
20. a) Examine Six Sigma methodology.
(OR)
b) Discuss Agile methodology and its application in non-software industries.
