

**FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2020 ONLY)**

20UBP516

REG.NO

NGM COLLEGE (AUTONOMOUS) POLLACHI

END-OF-SEMESTER EXAMINATIONS: DECEMBER-2022

B.Com-Business Process Services

MAXIMUM MARKS: 70

V SEMESTER

TIME: 3 HOURS

PART III

MANAGING BUSINESS PROCESSES – 1

SECTION – A

(10 X1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS

MULTIPLE CHOICE QUESTIONS

(K1)

1. A process constitutes of_____
(a) Specific activities
(b) Internal business activities
(c) External business activities
(d) Group of activities
2. BPO stands for_____
(a) Business Process Outstanding
(b) Business Process Outsourcing
(c) Business per Order
(d) Business process organization
3. SLA Stands for_____
(a) Service Level Agreement
(b) Scientific Level Agreement
(c) Service Level Arrangement
(d) Service Level Asset
4. Process mapping is_____
(a) Graphic representation
(b) Quantitative
(c) Analytical
(d) Output
5. GAAP Stands for_____
(a) Generally Accepted Auditing Principles
(b) Generally Accepted Accounting Practices
(c) Generally Accepted Accounting Principles
(d) Generally Accepted Auditing Practices

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Explain Business 4.0.
7. Define Back-office outsourcing.
8. Extend SOP.
9. Explain SIPOC.
10. Define Sarbanes-Oxley Act.

(CONTD 2)

SECTION – B**(5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) List the process elements.
(OR)
b) Describe Process Documentation.
12. a) Show the need for outsourcing.
(OR)
b) Interpret overview of Business Process Services.
13. a) Examine the Fundamentals of Service Level Agreement.
(OR)
b) Describe Business Metrics Vs Operational Metrics.
14. a) Sketch the benefits of Process Mapping.
(OR)
b) Examine process flowchart with example.
15. a) Find the maturity levels in CMMI Model.
(OR)
b) Describe four categories as per ISO 9001.

SECTION – C**(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS.****(16TH QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS FROM Q.NO: 17 TO 21)****(K4) OR (K5)**

16. Discuss business Process Models with example.
17. Outline Process vs. Procedure.
18. Categorize BPS Life Cycle.
19. Experiment the concept Target Setting.
20. Interpret Process Mapping symbols.
21. Point out various Audit Process.