

**(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2019 ONLY)**

(NO OF PAGES: 2)

19 UBP 620

REG.NO

**NGM COLLEGE (AUTONOMOUS) POLLACHI
END-OF-SEMESTER EXAMINATIONS: JULY-2022**

**B.COM -BPS
VI SEMESTER**

**MAXIMUM MARKS: 75
TIME: 3 HOURS**

PART III

MANAGING BUSINESS PROCESS - II

SECTION – A

(10 X1 = 10 MARKS)

**ANSWER THE FOLLOWING QUESTIONS
MULTIPLE CHOICE QUESTIONS**

(K1)

1. Example of Core Process _____
 - a. Record to Report
 - b. Order to cash
 - c. Hire to retire
 - d. All the above
2. _____ is any systematic process of determining whether a product or service meets specified requirements.
 - a. Quality assurance
 - b. Quality Control
 - c. Quality Standards
 - d. Sampling Inspection
3. _____ is a group problemsolving technique that involves the spontaneous contribution of ideas from all members of the group.
 - a. Design Thinking
 - b. Analysis
 - c. Brainstorming
 - d. All the above
4. _____ is a way of optimizing the people, resources, effort, and energy of your organization toward creating value for the customer.
 - a. Lean methodology
 - b. six sigma Methodology
 - c. Agile
 - d. None of the above
5. _____ is the possibility of losing money on an investment or business venture.
 - a. Information Security Risk
 - b. Market risk
 - c. Business risk
 - d. Financial risk

ANSWER THE FOLLOWING IN ONE OR TWO SENTENCES

(K2)

6. Define Process improvement
7. Expand DPMO
8. Expand PDCA
9. Which methodology provides the techniques and tools to improve and capability reduce defects in any process?
10. Define operational risk?

(CONTD....2)

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

11. a) Short note on Core Processes Vs Support Processes
(OR)
b) Define Internal Customer Vs End User
12. a) Describe the types of quality control
(OR)
b) Bring out the components of RCA
13. a) What are the tools for problems solving?
(OR)
b) Mention the rules of brainstorming.
14. a) List out the process improvement techniques.
(OR)
b) Explain the stages of lean methodology.
15. a) Give short note on Risk Mitigation
(OR)
b) Define the Information Security Risk

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 the scope and importance of 7 QC in total Quality management
17. Explain the need for outsourcing.
18. Explain the steps for Calculating DPMO.
19. Discuss the constructions of FEMA matrix of a product your choice
20. Explain the principles of kaizen
21. Explain briefly the problem solving tools