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**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**BCOM BPS – VI SEMESTER**

**SEMESTER EXAMINATION: April 2023**

(Examination conducted in May 2023)

**BPS6518: Managing Business Process I**

**(For current batch students only)**

Time- 2 ½ hrs Max Marks-70

**This paper contains 1 printed pages and four parts**

**Section A**

**I.** Answer ***any five*** of the following (**2x5=10 marks)**

1. What is TQM?
2. Give the meaning of event.
3. What is business process outsourcing?
4. List out any 4 process mapping techniques.
5. What is knowledge management?
6. What is support process?

**Section B**

**II.** Answer ***any three*** of the following (**5x3=15 marks)**

1. Briefly explain the BPO lifecycle.
2. List out the differences between procedure and process.
3. Briefly explain SIPOC.
4. Elucidate the seven basic quality control tools.

**Section C**

**III.** Answer ***any two*** of the following (**15x2=30 marks)**

1. What is business process reengineering? Explain its methods in detail.
2. Describe in detail the technology management, pricing models and delivery models of BPO services.
3. Explain in detail the standard operating procedures.

**Section D**

**IV. Answer the following (15marks)**

1. Write short notes on customer management, capacity management and people management.

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