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

Registration Number:

Date & Session

**B.Com–V SEMESTER**

**SEMESTER EXAMINATION: OCTOBER 2023**

**(Examination conducted in November /December 2023)**

**BPS 5423 – MANAGING BUSINESS PROCESS I**

**Time: 2 Hours Max Marks: 60**

**This paper contains 2 printed pages and 4 parts**

**PART-A**

1. Answer any **FIVE** questions. Each question carries **3 marks. (5x3=15)**
2. Expand COPC and specify how it has helped improve operations.
3. What is Capacity Planning and state its classification?
4. State the components of process management.
5. What is BPO and how can it be categorized?
6. Explain process flowchart with an example.
7. Mention the different BPO pricing models.

**PART-B**

1. Answer any **TWO** questions. Each question carries **5 marks**. **(2x5=10)**
2. What is Quality System Audit? Explain its objectives.
3. Draw and explain any five standard symbols commonly used in process mapping to represent different elements and actions within a process.
4. Explain the salient features of a BPO Contract.

**PART-C**

1. Answer any **TWO** questions. Each question carries **10 marks. (2x10=20)**
2.
3. Explain transition phase of the BPO lifecycle with the help of 5D’s.
4. Differentiate between process and procedure.
5. Throw light on the seven Basic Quality Control Tools with a diagram.
6. Explain the process management within the context of Business Process Outsourcing and how it contributes to operational efficiency and client satisfaction.

**PART-D**

1. Answer the following **COMPULSORY** question carrying **15 marks**. **(1x15=15)**
2. Explain Swim Lane Process Map with the help of a Swim Lane diagram. (10)
3. Write a short note on knowledge management. (5)

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