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

Registration Number:

Date & Session:

**B.COM–6th SEMESTER**

**SEMESTER EXAMINATION: APRIL 2024**

**(Examination conducted in May / June 2024)**

**BPS 6423 – MANAGING BUSINESS PROCESS II**

**(For Current Batch Students Only)**

**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. (3x5=15 marks)**
2. What is FMEA? Mention its types.
3. Mention the key players of the Six Sigma Organization.
4. State why it is important to map the value stream.
5. Describe a situation where creating a histogram would be beneficial.
6. What is a scatter diagram? State its uses.
7. What is control? Mention its types.

**PART-B**

1. Answer any **TWO** questions. Each question carries **5 marks**. **(5x2=10 marks)**
2. Explain the logical steps to be taken for the treatment of risks.
3. Identify the core principles of Lean thinking and briefly explain.
4. Using a fishbone diagram, identify the potential causes contributing to the decline in customer satisfaction ratings in a retail store.

**PART-C**

1. Answer any **TWO** questions. Each question carries **10 marks. (10x2=20 marks)**
2. Conduct an FMEA analysis analyzing the functioning and the effectiveness in a Multispecialty Hospital.
3. A manufacturing unit specializing in athletic apparel wants to develop a new line of high-performance, eco-friendly running shoes. They need a structured approach to ensure the new product meets customer needs and is successfully launched. Which methodology would be most suitable: DMAIC or DMADV? Explain your reasoning and outline the key steps you would take using the chosen methodology.
4. Explain the different types of Risks that impact the working of an organization.

**PART-D**

1. Answer the following **COMPULSORY** question carrying **15 marks**. **(15x1=15 marks)**
2. A fast-food restaurant is experiencing long wait times for customers during peak hours. Management suspects the disorganization of the kitchen contributing to the delays. How can the 5S principles be applied to improve efficiency and potentially reduce wait times in the kitchen? **(10)**
3. Write short note on the risk management cycle. **(5)**