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| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** |
| **B.com – VI SEMESTER** |
| **SEMESTER EXAMINATION: APRIL 2019** |
| **BPS 6516 – Managing Business Processes I** |
|  |  |  |  |  |  |  |
| **Time- 2 1/2 hrs** |  |  **Max Marks-70** |  |

**Section-A**

I. Answer any **FIVE** questions. Each question carries **2 marks. (5x2=10)**

1. Define process.
2. Give the meaning of BPO.
3. What is process mapping?
4. Give the meaning of quality management.
5. What is knowledge management?
6. Expand SIPOC.
7. What is delivery management?

**Section- B**

II. Answer any **THREE** questions. Each question carries **5 marks**. **(3x5=15)**

1. Differentiate between core process and support process.
2. Describe the BPO operating models.
3. Enumerate the swim lane diagram
4. Write short notes on finance management.
5. How would you understand internal customer VS end user?

**Section- C**

Register Number:

**DATE:22-04-2019**

III. Answer any **THREE** questions. Each question carries **10 marks. (3x10=30)**

1. Highlight and explain the components of process management.
2. Explain and discuss the BPO life cycle with a help of a diagram.
3. Discuss the process mapping tools used in organizations.
4. Explain the role of BPO industry in process management.
5. Write short notes on:

 a) People management

 b)Transition management.

**Section – D**

IV. Answer the following **COMPULSORY** question carrying **15 marks**. **(1x15=15)**

1. ***“Quality means doing it right when no one is looking. Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”***

a) How important is quality assurance for a business organization? Discuss. (5 marks)

b) Highlight and explain the CMMI maturity levels. (10 marks)

**BPS 6516\_A\_19**