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Register Number:

Date:

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

**BCOM BPS – VI SEMESTER**

**SEMESTER EXAMINATION: APRIL 2022**

(Semester Examination conducted in July-August 2022)

**BPS 6518 Managing Business Process I**

**Time- 2 ½ hrs Max Marks-70**

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

**Section A**

**I.** Answer ***any five*** of the following (**2 x 5 = 10 marks)**

1. Give the meaning of Process.
2. Expand BPO.
3. What is a process mapping technique?
4. Define Quality.
5. What is Knowledge Management?
6. What is Capacity Planning?

**Section B**

**II.** Answer ***any three*** of the following (**5 x 3 = 15 marks)**

1. Differentiate between Core Process and Support Process.
2. Briefly explain the BPO life cycle.
3. What is a Swim Lane diagram and explain its benefits.
4. Discuss the quality management tools used in Industries.

**Section C**

**III.** Answer ***any two*** of the following (**15 x 2 = 30 marks)**

1. What is Customer Management? Explain in detail the finance management.
2. Give the meaning of Capacity Management? Discuss the BPO operating models.
3. Explain in detail the Identification of business process and differentiate between Internal and External customer.

**Section D**

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

1. A. Briefly explain the meaning and advantages of SIPOC process mapping technique. (**5 marks**)

B. Analyse the growth and impact of BPO sector in India post 1995. (**10 marks**)

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**BPS 6518-A-22**