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

**UG - VI SEMESTER**

**SEMESTER EXAMINATION: APRIL 2022**

(Examination conducted in July-August 2022)

**BPS 6618 - Managing Business Process- II**

**Time- 2 1/2 hrs Max Marks-70**

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

**SECTION A**

**Answer any FIVE of the following questions. Each question carries two marks. (5x2=10 marks)**

1. What is check sheet?
2. What is systematic sampling?
3. Mention any two purpose of business process management.
4. What is hypothesis?
5. Expand DMAIC and DMADV.
6. Give the meaning of judgemental sampling.

**SECTION B**

**Answer any THREE of the following questions. Each question carries five marks. (3x5=15 marks)**

1. Outline the uses of pareto chart.
2. Distinguish between pull system and push system.
3. Write short note on the risk management cycle.
4. Briefly explain the steps in problem solving.

**SECTION C**

**Answer any TWO of the following questions. Each question carries fifteen marks. (2x15=30 marks)**

1. Discuss the lean tools and their application with suitable examples.
2. Explain the fishbone diagram and its cause and effects.
3. Describe the level of six sigma and its importance.

**SECTION D**

**Answer the following compulsory question. The question carries fifteen marks. (1x15=15 marks)**

1. a) Explain the process of failure mode and effects analysis.

b) Describe the types of failure mode and effects analysis.

(10+5)

**BPS6618-A-22**