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

**B.Com BPS–VI SEMESTER**

**SEMESTER EXAMINATION: APRIL 2023**

**(Examination conducted in May 2023)**

**BPS6618 – MANAGING BUSINESS PROCESS- II**

**(For current batch students only)**

**Time: 2 ½ Hours Max Marks: 70**

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

**Section A**

1. Answer ***any five*** of the following (**2M x 5 = 10 marks)**
2. What is Business Continuity Plan?
3. State any two benefits of Business Process Management.
4. Mention any two reasons why a company would adopt Lean Production.
5. Enlist any four advantages of implementing six sigma in an organisation.
6. What are the parts of a Histogram?
7. What is Poka-Yoke?

**Section B**

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

1. Explain FMEA and any one of its types.
2. Briefly explain the PDCA Approach
3. Describe the 5S principles.
4. Explain the steps in risk management cycle.

**Section C**

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

1. Explain the following with suitable example.
2. Fishbone Diagrams **(7.5 Marks)**
3. Pareto Diagrams **(7.5 Marks)**
4. a) Explain the DMADV methodology **(8 Marks)**

b) Briefly explain the six sigma members **(7 Marks)**

13. a) Describe the eight types of waste in Lean with relevant examples. **(8 Marks)**

b)Explain the principles of lean management. **(7 Marks)**

**Section D**

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

14. There are 3 divisions in the Pumps mania company, making oil pumps. One division is making castings, second provides components machining and electrical components and assembly done in the third division. These 3 divisions are supported by one, common warehouse.

Longer term problems with delivering right material to the respective working cell on time, pushed management to do something about it. The warehouse supervisor, developed a project charter based on consultation with the sponsor, the Warehouse manager. Team, consisted of all division supervisors, warehouse technician and one planner. IT consultant was called to help with software set up, to be more user-friendly and to fit warehouse technicians needs.

All starts with placing order into planning system. That triggers warehouse action to delivery. Printed labels are required to identify items. Material is picked from shelves and put on pallets. Then delivered to required location at once. There are many small parts for division 2 and 3 delivered piece by piece. Team decided to develop 2 bin system with average monthly consumptions at cell that needs it. Material mixed in shelves were resolved by locations reorganization. Volumes are calculated to support 3-month production max. Material ordering was redesigned accordingly.

Team successfully reached goal. Material flow through warehouse is smooth now. Discrepancies were eliminated to minimum. And material for each division is available just in-time to start production. To sustain changes team updated instructions to be actual- pictures and layout. So, every pallet place was marked and identified its function. Everybody can see if there is material out of standard place and fix it.

All 3 divisions team members communicating to warehouse were trained about new process set up. Regular and lower batches material distribution helped also planners to balance their processes. Final stakeholders review successfully approved changes and process was overhanded to process owner, the warehouse manager.

a) What are the six steps of problem solving? **(6 Marks)**

b) Use the DMAIC methodology to explain the case. **(9 Marks)**

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