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Register Number:

**DATE: 24-04-2019**

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

**B.COM BPS – IV SEMESTER**

**SEMESTER EXAMINATION: April 2019**

**BPS 6616 – Managing Business Processes II**

**Time- 2 ½ hrs Max Marks – 70**

**This paper contains 2 (TWO) printed pages and four parts SECTION A**

**Answer any FIVE (5) of the following (5 \* 2 Marks = 10 Marks)**

1. State any two new seven quality management tools?
2. What is meant by Risk from an organization perspective?
3. What are the preventive and detective controls in an organisation.
4. What is meant by Hypothesis testing?
5. Expand DMAIC and DMADV which is used in Six Sigma.
6. Define ‘Lean’.
7. What is Cost Benefit Analysis.

**SECTION B**

**Answer any THREE (3) of the following (3 \* 5 Marks = 15 Marks)**

1. Discuss the purpose of Arrow Diagram with an example.
2. Explain any two types of risks impacting different aspects of the business
3. “A good data collection simplifies the problem solving effort” – Discuss.
4. What are the elements of a Charter? Expalin.
5. Explain the two types of data often used to measure processes. Give examples.

**SECTION C**

**Answer any THREE (3) of the following (3 \* 10 Marks = 30 Marks)**

1. Discuss the purpose, procedure and applications of ‘Process Decision Programme Chart’ with an example.
2. Discuss the key steps in risk management cycle.
3. Why is six sigma considered to be effective? Discuss.
4. “A graphic representation of steps, events, operations, and relationships of resources within a process is known as Process Mapping”. Discuss the elements of process map.
5. Find mean, median, mode and standard deviation from the following:

Marks- 94, 44, 63, 37, 42, 70, 59, 70, 59, 40, 32, 70, 59, 91

**SECTION D**

**COMPULSORY QUESTION (1 \* 15 Marks = 15 Marks)**

1. Graphical analysis helps us understand the nature of variation. It makes nature of data more accessible to the human mind. Graphs help display the context of the data. Graphs should be primary presentation tool in data analysis. Explain the following graphical tools.
   1. Box Plot
   2. Main effect Plot
   3. Multi Vari Chart
   4. Scatter Plot
   5. Regression Analysis

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