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| Date: 29-6-19Description: col LOGO outline**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** |  |
| **B.COM - VI SEMESTER** |  |
| **Special Supplementary Examination, JUNE 2019** |  |
| **BPS 6616- Managing Business Processes II** |  |
|  |  |  |  |  |  |  |  |
| **Time- 2 1/2 hrs** |  | **Max Marks-70** |  |  |
| Supplementary candidates only. |  |
| **This paper contains 2 printed pages and four parts** |  |

**SECTION A**

**Answer any FIVE of the following questions. Each question carries two marks. (2x5=10)**

1. What is meant by Why-Why analysis?
2. What is a pareto diagram?
3. What is meant by an apex council?
4. Differentiate between risk mitigation and risk elimination.
5. What is standard deviation?
6. State any two companies using six sigma.
7. What is meant by Jidoka?

**SECTION B**

**Answer any Three of the following questions. Each question carries five marks. (5x3=15)**

1. Explain the concept of scatter diagram.
2. Briefly elaborate the problem solving steps.
3. Calculate arithmetic mean, median and mode for the following data-

X: 93, 45, 62, 38, 46, 72, 59, 72, 59, 40, 32, 72, 59, 93

1. Explain the 5S system.
2. Explain the process of risk treatment.

**SECTION C**

**Answer the following compulsory question. The question carries ten marks. (10x3=30)**

1. Define risk. Explain in detail the risk management cycle.
2. Explain any five new QC tools in simple problem solving.
3. Elaborate the define phase in six sigma.
4. Discuss the Basic lean tools.
5. What is meant by TIMWOODS.? Explain.

**SECTION D**

**Answer the following compulsory question. The question carries ten marks. (15x1=15)**

1. When you think of coffeehouse, you imagine a calm, relaxing environment. Maybe you picture yourself enjoying a flavourful coffee while catching up on some emails. While this image is common for most coffeehouses, Starbucks is slowly beginning to differ. As the corporation grows, it’s follower base forces it to adapts to the speed and accuracy that customers now expect. Similar to fast-food restaurants, customers want their ideal coffee, made fresh, within minutes. Starbucks saw this challenge as a way to implement Lean Six Sigma tools while staying true to its foundation.
2. Suggest some lean six sigma tools which Starbucks could introduce to bring about this change. (8M)
3. What are the types of controls to manage risk? What is the control measure adopted by Starbucks in this case. Discuss. (7M)