

B.B.A DEGREE EXAMINATION, APRIL 2020
III Year VI Semester
Managing Business Process I

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define process.
2. What is Input?
3. What is Quality?
4. What is the role of an Associate in a BPO organisation?
5. What is the role of a Team lead in a BPO organisation
6. What is Back office outsourcing?
7. What are the benefits of SOP?
8. What is SLA?
9. What is meant by Operational metrics?
10. What does SIPOC stands for?
11. What is process flow chart?
12. What is meant by swim lane?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. State the differences between Process and Procedures.
14. Explain the elements of Process.
15. Discuss on the various types of outsourcing.
16. Describe the aspects which must be included in As - is process documentation.
17. Explain the format of SOP.
18. What are the importance of Business metrics?
19. Explain how Kano model helps in understanding customer needs with a neat diagram

Section C ($2 \times 15 = 30$) Marks

Answer any **TWO** questions

20. Analyse the advantages of having and deploying a good process system in an organisation.
21. Describe BPO Life cycle.
22. Explain the symbols used in Process Mapping Techniques.
23. Describe SLA and the usefulness of various indicators while fixing SLA's.

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