

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

Time : 3 Hours

Max.marks :75

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

Answer any **TEN** questions

1. List any four basic QC tools.
2. Define quality management system as per ISO.
3. Give the meaning of COQ.
4. List any 3 symbols of VSM.
5. What is value stream mapping?
6. List the problem solving steps.
7. List any four basic QC tools.
8. What is FMEA?
9. Write a short note on six sigma.
10. Recall the meaning of risk acceptance.
11. Tell the meaning of organisation risk.
12. Recall the term risk.

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

Answer any **FIVE** questions

13. Explain the components of Quality.
14. Discuss on the difference between a Unit, Defect, Defective and Defect opportunity.
15. Break down the types of FMEA.
16. Discuss the rules to be followed while conducting brainstorming.
17. Express kaizen and its set up.
18. Examine the risk management cycle.
19. Show the four basic steps in risk analysis? Explain with an example of fire extinguishers in office building.

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

Answer any **TWO** questions

20. Sketch Value Stream Mapping of a hospital outpatient treatment process.
21. Describe in detail the basic 7 quality control tools.
22. Give a detail analysis of process improvement methods.
23. What is risk? Give its types.

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