

**B.B.A. DEGREE EXAMINATION, EVEN SEMESTER 2021**  
**III Year VI Semester**  
**Managing Business Process I**

**Max.marks : 25**

Answer any **FIVE** questions ( $5 \times 5 = 25$ ) Marks

1. Examine the customer expectation in BPO's.
2. Evaluate service level agreements and target setting.
3. Determine innovation in Business Process Management.
4. Compare and contrast the business metrics and operation metrics.
5. Critically evaluate SIPOC-Kano Model.
6. Identify and analyse the components of business process management.
7. Critically examine outsourcing environment and how far it helps is IT field.