

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

**Max.marks :25**

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

1. Enumerate the quality control tools in brief.
2. Identify various quality characteristics of the following products/services
  - a. Bus travel
  - b. Car
  - c. Laptop
  - d. Hotel
  - e. Movie theatre
3. Draw Value Stream Mapping of a hospital outpatient treatment process.
4. Mr.Rangarajan wants to analyse personal expenses. Generate Pareto chart, identifying the important expense categories by using the below summary of expenses:

Expenses	Amount in Rs.
Provision	8000
Home loan EMI	16000
Transportation	4000
Electricity	2300
Education	2000
Stationeries	500
Milk	1200
Entertainment	2000
Vehicle maintenance	1500
Maid charges	750
Association membership	750
Insurance	7500
Savings	25000

5. Demonstrate the how to use FMEA.
6. Describe the 4 P's and 14 principles of Lean with a neat diagram.
7. Sketch risk management Cycle with a neat diagram.