

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.**

BBA. END SEMESTER EXAMINATIONS APRIL - 2022

SEMESTER - VI

18UBACE6002 - Managing Business Process - I

Total Duration : 3 Hrs.

Total Marks : 60

Section A

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Explain the important business process.
2. How does outsourcing impact the environment?
3. Describe the essential attributes of an ideal business process.
4. What is a metric in change management?
5. Enumerate the steps in process mapping.
6. What are the steps in Business Process Outsourcing?
7. Explain the basic needs in Kano Model.
8. State the benefits of metrics management.

Section B

Answer any **THREE** questions ($3 \times 10 = 30$ Marks)

9. Describe the steps in the Business process management.
10. Explain the advantages and disadvantages of outsourcing.
11. Evaluate the various steps of the business process lifecycle.
12. Discuss the various Process Mapping Techniques.
13. Elucidate the difference between process map and SIPOC.
