

**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**

**18UBACE6003 - Managing Business Process - II**

**Total Duration : 3 Hrs.**

**Total Marks : 60**

**Section A**

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

1. Explain the Benefits of Quality Management Systems.
2. Discuss the Role of Quality Management Systems.
3. State the relationship between Quality Assurance (QA), Quality Control (QC) and Testing.
4. Illustrate with example Defects per Opportunity (DPO).
5. What do you mean by six sigma? State its characteristics.
6. State the different types of Risk.
7. State the advantages of Defect Management Process (DMP).
8. Why is risk management so important?

**Section B**

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

9. Explain the need for process Management.
10. Discuss about five steps risk management process.
11. State the Difference between Quality control and Quality Assurance.
12. Explain the Principles of Quality Management System.
13. What are the seven Quality Tools used for Quality Control and Quality Assurance.

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