

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.

B.B.A. END SEMESTER EXAMINATIONS APRIL-2023

SEMESTER - VI

20UBAET6002 - Managing Business Process - I

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

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

1. What is process management?
2. Indicate the components of process management.
3. Predict the outsourcing environment needs in business organisations.
4. Describe the transition in business process management.
5. What is metrics management?
6. Prepare the target-setting strategy in a business organisation.
7. Explain the process levels in process management.
8. Examine the SIPOC Fundamentals.

Section C

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

9. Explain the core processes vs support processes.
10. Classify the business processes outsourced to India.
11. Examine BPS Life Cycle in detail.
12. Interpret process mapping techniques in process management.
13. Determine the customer expectations in business process outsourcing.

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