

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

20UBAET6003 - Managing Business Process - II

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

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

1. Explain the principles of TQM.
2. Differentiate between defect and defective.
3. Describe brainstorming and the procedures to conduct.
4. Explain Six sigma problem solving method.
5. What is strategic risk? How it is operated?
6. Differentiate Quality Control and Quality Assurance.
7. What are the several types of FMEA?
8. If you were an executive manager in an organisation, how would you structure the organisation for quality improvement?

Section C

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

9. Explain the requirements for the International Quality Standards.
10. Describe Value Stream Mapping in detail.
11. List out the 7QC tools in detail.
12. Define Lean methodology and its principles in detail.
13. Explain any two types of risks and their prevention methods.

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