

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 -2024

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 are the components of Process Management?
2. Explain the need for Outsourcing.
3. Predict the role of BPS in Sales.
4. Describe the Process Mapping Techniques.
5. Identify the Process mapping symbols and its functions.
6. Predict the benefits of recognition of Business Process Management.
7. Show the Successful Outsourcing Environment.
8. Ascertain Various BPO Levels in India.

Section C

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

9. Describe various BPO Business in India.
10. Predict Customer Expectations in BPO.
11. Describe the characteristics of Process Management.
12. Explain "KANO MODEL" and its Role in BPO sector.
13. Compare Core Process with Support Process.
