

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

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. Differentiate between Quality Control and Quality Assurance in the context of Quality Management.
2. Discuss the process of Root Cause Analysis in quality management.
3. Describe the purpose and benefits of Value Stream Mapping in process improvement.
4. Define Operational Risk and provide examples of operational risks that organizations may face.
5. What are International Quality Standards and explain its significance in global business environments.
6. What is the purpose of inspection in quality management processes? Compare and contrast various inspection methods and their effectiveness in identifying defects.
7. Explain the importance of Standard Operating Procedures in ensuring an organisation's consistency, quality, and compliance.
8. Describe the process of developing a Risk Mitigation Plan.

Section C

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

9. Discuss the key principles of Quality Management and how they contribute to achieving organizational excellence.
10. Analyze the role of sampling inspection in continuous improvement efforts within an organization. How does feedback from sampling inspections contribute to process optimization and quality enhancement?
11. Differentiate between a Defect and a Defective product or service? Provide examples to illustrate each concept.

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12. Explain the concepts of DPU and DPMO. How are these metrics calculated and what do they indicate about process performance?
13. Discuss Financial Risk and its impact on financial performance and stability.
