

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2017
(Sixth Semester)

Branch - COMMERCE (BUSINESS PROCESS SERVICE)

MANAGING BUSINESS PROCESSES-II

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 2 = 20)

- 1 What is Failure mode?
- 2 What is Quality control?
- 3 What is meant by Graph?
- 4 What is scatter Diagram?
- 5 Define lean.
- 6 What is six sigma project?
- 7 What is push system?
- 8 What is poke yoke?
- 9 What is frond management
- 10 What is Business continuity plant?

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a What are the benefits of problem solving techniques?

OR

b Enumerate the steps involved n process solving.

- 12 a What are the benefits of Histogram?

OR

b Explain the objectives of quality control.

- 13 a Describe the merits of six sigma.

OR

b Explain the core philosophy of Six Sigma.

- 14 a Trace out the lean evolution.

OR

b Examine the steps involved in value stream mapping.

- 15 a What are the aims of quality management?

OR

b Explain the risk factors involved in Quality Management

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Examine the steps to complete 5 whys in problem solving techniques.
- 17 List out 7 QC tools in problem solving.
- 18 Narrate the key players in six sigma approach.
- 19 Explain the 8 types of waste.
- 20 Describe the features of fraud management and password management.