

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BCom DEGREE EXAMINATION DECEMBER 2017
(Sixth Semester)**

Branch- COMMERCE (BUSINESS PROCESS SERVICES)

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 Define quality.
- 2 What is a control chart?
- 3 What is a defect?
- 4 What is process flow diagram?
- 5 What do you mean by pareto charts?
- 6 What is Histogram?
- 7 What is lean tool?
- 8 What is push system?
- 9 What is quality management?
- 10 Define six sigma.

SECTION - B (25 Marks)

Answer **ALL** Questions

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

- 11 a What are the objectives of why analysis?
OR
b State the stages involved in failure mode and effect analysis.
- 12 a List out the steps involved in constructing a pareto chart.
OR
b How can you construct Histogram?
- 13 a Explain the workings of six sigma.
OR
b Narrate the ingredients of six sigma Programme.
- 14 a What are the principles of lean
OR
b Distinguish between pull system and push system.
- 15 a What are the fundamental principles of quality management.
OR
b Examine the uses of password and identity management.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Narrate the benefits of failure mode and effect analysis.
- 17 State the different types of control charts for attributes.
- 18 Describe the project methodology of six sigma.
- 19 Analyse the 55 principles of lean management.
- 20 What are the risks involved in quality management.