

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2025
(Sixth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICE)

MANAGING BUSINESS PROCESS - II

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 Which of the following best describes the benefits of problem-solving in Problem Solving Techniques.
(i) Improves efficiency, reduces
(ii) Encourages innovation, minimizes risks, costs, and boosts productivity and enhances customer satisfaction
(iii) Makes work more complicated
(iv) Both I and II and slows processes.
- 2 What is the purpose of a check sheet in problem-solving tools?
(i) Data Collection (ii) No Impact
(iii) Complexity (iv) None of these
- 3 When is defect calculation used in Six Sigma for process management?
(i) Measurement (ii) Analysis
(iii) Estimation (iv) Guesswork
- 4 What is the purpose of Value Stream Mapping in process improvement within Six Sigma?
(i) Delay (ii) Visualization
(iii) Inefficiency (iv) Waste Reduction
- 5 What is the process of managing and mitigating risks in a business?
(i) Avoidance (ii) Treatment
(iii) Prevention (iv) Reduction

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a Narrate the steps to compile the five Whys analysis.
OR
b Describe in detail the essential steps involved in various problem-solving techniques.
- 7 a Explain the seven QC tools and how they help in simple problem-solving.
OR
b How to use a histogram to analyze data in problem-solving?
- 8 a Bring out the main phases of the DMAIC roadmap.
OR
b Explain the concept of the Parent Matrix and its significance.

Cont...

- 9 a Describe the lean evolution process and its role in Six Sigma improvement.
OR
b How can you apply Value Stream Mapping in process improvement?
- 10 a State the different types of risk and their impact.
OR
b Summarize the stages of the risk management cycle.

SECTION -C (30 Marks)

Answer any Three questions

ALL questions carry EQUAL Marks

(3 x 10 = 30)

- 11 Outline the steps involved in performing a Failure Modes and Effects Analysis (FMEA) and explain its importance.
- 12 Discuss the significant of modern problem-solving techniques.
- 13 Classify the types of variance in Six Sigma and explain their impact.
- 14 Categorize the 5S principles and explain their importance.
- 15 Discuss the part of information security awareness in risk management.

Z-Z-Z

END