PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2025
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

<u>MANAGING BUSINESS PROCESSES - I</u>

Time: Three Hours

Maximum: 75 Marks

<u>SECTION-A (10 Marks)</u>
Answer ALL questions
ALL questions carry EQUAL marks   (10 × 1 = 10)

Question No.	Question	K Level	CO
1	What is a business process? a) A set of activities or tasks that accomplish a specific goal b) A company's financial plan c) A method for training employees d) A marketing strategy	K1	CO1
2	The role of automation in business process management is a) Replacing employees entirely b) Performing tasks efficiently c) Creating marketing strategies d) Handling legal compliance	K2	CO1
3	The primary reason companies choose BPO is to a) Expand globally b) Reduce costs and improve efficiency c) Train employees d)Eliminate in-house operations	K1	CO2
4	Which of the following is a commonly outsourced business process? a) Manufacturing b) Customer support services c) Internal auditing d) Strategic decision-making	K2	CO2
5	Which of the following is a commonly used process mapping technique? a) Fishbone Diagram b) Flowchart c) SWOT Analysis d) Gantt Chart	K1	CO3
6	Which symbol is typically used to represent a decision in a flowchart? a) Oval b) Rectangle c) Diamond d) Arrow	K2	CO3
7	Which tool is commonly used for quality control? a) Pareto Chart b) SWOT Analysis c) Gantt Chart d) Stakeholder Matrix	K1	CO4
8	_____is a tool for statistical process control in quality management. a) Fishbone diagram b) Control charts c) Mind maps d) BCG matrix	K2	CO4
9	The most important factor in customer management is a) Price reduction b) Customer feedback and satisfaction c) Product variety d) Advertising campaigns	K1	CO5
10	Which of the following is a key skill in people management? a) Time management b) Technical expertise c) Communication d) Financial analysis	K2	CO5

SECTION - B (35 Marks)
Answer ALL questions
ALL questions carry EQUAL Marks   (5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Explain the identification of business process.		
	(OR)	K3	CO1
11.b.	Develop the components of Process Management.		
12.a.	Outline the growth drivers in BPO industry.		
	(OR)	K3	CO2
12.b.	Show the BPO models depending on the type of activities.		
13.a.	List out the benefits of process mapping.		
	(OR)	K4	CO3
13.b.	Analyze the five categories of Kano model.		
14.a.	List out the benefits of Quality Management.		
	(OR)	K4	CO4
14.b.	Examine the responsibility of Quality Assurance.		
15.a.	Determine the importance of Customer Management.		
	(OR)	K5	CO5
15.b.	Explain the five key people management skills.		

SECTION -C (30 Marks)
Answer ANY THREE questions
ALL questions carry EQUAL Marks   (3 × 10 = 30)

Question No.	Question	K Level	CO
16	Distinguish between the Core Process and Support Process.	K4	CO1
17	List out the role of BPO industry in Process Management.	K4	CO2
18	Examine the different tools of process mapping.	K4	CO3
19	Explain the four types of Quality Assurance.	K5	CO4
20	Interpret the steps in Knowledge Management Cycle.	K5	CO5

Z-Z-Z   END