

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

**BCom DEGREE EXAMINATION MAY 2026
(Fourth Semester)**

Branch – **COMMERCE (BUSINESS PROCESS SERVICE)**

MANAGING BUSINESS PROCESSES - I

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry EQUAL marks (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Process definition refers to: (i) A financial report (ii) A structured set of activities to achieve an outcome (iii) A marketing strategy (iv) A sales technique	K1	CO1
	2	Support processes primarily: (i) Generate direct revenue (ii) Help core processes function effectively (iii) Replace core processes (iv) Eliminate customers	K2	CO1
2	3	BPO stands for (i) Business Process Organization (ii) Business Process Outsourcing (iii) Business Planning Operation (iv) Business Performance Optimization	K1	CO2
	4	The primary role of BPO in process management is to (i) Increase costs (ii) Improve operational efficiency (iii) Eliminate customers (iv) Reduce technology usage	K2	CO2
3	5	SIPOC stands for (i) Supplier, Input, Process, Output, Customer (ii) System, Input, Plan, Output, Control (iii) Strategy, Implementation, Process, Output, Customer (iv) Supplier, Inspection, Process, Order, Customer	K1	CO3
	6	Process mapping tools are mainly used for (i) Artistic design (ii) Process analysis and improvement (iii) Stock market prediction (iv) Recruitment	K2	CO3
4	7	Quality functions include (i) Planning and control (ii) Gambling (iii) Speculation (iv) Outsourcing only	K1	CO4
	8	Quality Management primarily focuses on (i) Increasing defects (ii) Meeting customer requirements (iii) Reducing communication (iv) Increasing cost	K2	CO4
5	9	Transition Management is concerned with (i) Shifting processes from client to service provider (ii) Recruitment only (iii) Payroll only (iv) Advertising only	K1	CO5
	10	Customer Management focuses on (i) Ignoring clients (ii) Maintaining strong client relationships (iii) Eliminating customers (iv) Reducing communication	K2	CO5

Cont...

SECTION - B (35 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Define a business process and explain its key characteristics.	K1	CO1
		(OR)		
	11.b.	Differentiate between core processes and support processes with suitable examples.	K2	
2	12.a.	Define Business Process Outsourcing (BPO) and explain its significance.	K1	CO2
		(OR)		
	12.b.	Explain the role of BPO industry in process management.	K2	
3	13.a.	Demonstrate the use of process mapping tools in streamlining payroll processing in an organization.	K3	CO3
		(OR)		
	13.b.	Analyze the importance of SIPOC analysis in improving process clarity and accountability.	K4	
4	14.a.	Apply quality control techniques to ensure consistency in customer support services.	K3	CO4
		(OR)		
	14.b.	Analyze how effective quality management practices contribute to customer satisfaction.	K4	
5	15.a.	Demonstrate the application of knowledge management systems in improving decision-making.	K3	CO5
		(OR)		
	15.b.	Examine how customer management contributes to long-term organizational success.	K4	

SECTION - C (30 Marks)Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Describe the components involved in Process Management.	K1	CO1
2	17	Analyze the challenges involved in managing outsourced business processes.	K4	CO2
3	18	Examine the impact of Kano Model on customer satisfaction.	K4	CO3
4	19	Apply continuous improvement techniques in service processes.	K3	CO4
5	20	Explain the concept of Transition Management in BPO operations.	K2	CO5