

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2026
(Sixth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICE)

MANAGING BUSINESS PROCESSES - II

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	What is generally considered the first step in the problem-solving process? (i) Implementing the solution (ii) Brainstorming alternatives (iii) Identifying the problem (iv) Evaluating the results	K1	CO1
	2	What does FMEA stand for? (i) Failure Management and Engineering Analysis (ii) Failure Modes and Effects Analysis (iii) Functional Mode and Effect Appraisal (iv) Foreign Made Electrical Article	K2	CO1
2	3	A histogram is best used for which type of data? (i) Categorical data (ii) Continuous data (iii) Nominal data (iv) Qualitative data	K1	CO2
	4	Which type of control chart is most effective for measuring continuous, variable data (e.g., length, weight, time)? (i) P-chart (ii) C-chart (iii) X-bar and R chart (iv) Attribute chart	K2	CO2
3	5	What is the primary objective of Six Sigma in process improvement? (i) Increasing production speed (ii) Reducing defects and minimizing variability (iii) Hiring more employees (iv) Automating all manual processes	K1	CO3
	6	Which DMAIC phase involves identifying the project charter, scope, and customer requirements? (i) Measure (ii) Analyze (iii) Define (iv) Improve	K2	CO3
4	7	Combining Six Sigma and Lean manufacturing is known as? (i) Advanced Six Sigma (ii) Lean Six Sigma (iii) Operational Six Sigma (iv) Total Quality Management	K1	CO4
	8	In a push production system, production is initiated based on _____. (i) Actual customer demand (ii) Forecasted demand (iii) Real-time consumption (iv) Kanban signals	K2	CO4
5	9	The document used to capture all known risks, their analysis, and response plans is called: (i) Risk Register (ii) Risk Matrix (iii) Risk Log (iv) Risk Charter	K1	CO5
	10	Which strategy is used to capitalize on positive risks or opportunities? (i) Mitigation (ii) Avoid (iii) Transfer (iv) Exploit	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.	Outline the systematic steps required for a professional problem-solving process.	K2	CO1
		(OR)		
	11.b.	How does asking 'Why' five times help find the real cause of a business problem?		
2	12.a.	Describe a situation where you would use a histogram.	K3	CO2
		(OR)		
	12.b.	State the pattern of points in a scatter diagram.		
3	13.a.	Describe the history of Six Sigma methodology.	K2	CO3
		(OR)		
	13.b.	Outline the parent metrics and defect calculations in Six Sigma.		
4	14.a.	State the effectiveness of Lean tools in improving productivity.	K3	CO4
		(OR)		
	14.b.	Describe the difference between a pull system and a push system.		
5	15.a.	Describe how different tools are used to find risks.	K3	CO5
		(OR)		
	15.b.	Enumerate the stages involved in the risk management cycle.		

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	Explain the different types of FMEA and their specific applications?	K2	CO1
2	17	Evaluate the effectiveness of the 7QC tools in solving simple operational problems.	K2	CO2
3	18	Analyze the functions of Six Sigma.	K3	CO3
4	19	Evaluate the key principles of Lean.	K4	CO4
5	20	Enumerate the common risk factors in business processes.	K5	CO5

Z-Z-Z

END