

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Third Semester)

Branch – COMMERCE WITH BUSINESS PROCESS SERVICES

SUPPLY CHAIN MANAGEMENT

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 measures the error-free rate of the entire supply chain process?
 - (i) Perfect Order Index
 - (ii) Cash-to-Cash Time
 - (iii) Supply Chain Cycle Time
 - (iv) Fill Rate
2. The company designates a worker or automated system to select the customer's desired product and prepare it for shipment is called as
 - (i) Placing an order
 - (ii) Picking the product
 - (iii) Packing the product
 - (iv) Sorting products
3. Which of the following is not an inventory?
 - (i) Machines
 - (ii) Raw material
 - (iii) Finished products
 - (iv) Consumable tools
4. An operational model in which a business outsources its entire supply chain management and logistics to one external service provider is
 - (i) 1PL
 - (ii) 2PL
 - (iii) 3PL
 - (iv) 4PL
5. _____ is a subject-oriented, integrated, time-variant, nonvolatile collection of data in support of management decisions.
 - (i) Data Mining
 - (ii) Data Warehousing
 - (iii) Web Mining
 - (iv) Text Mining

SECTION - B (15 Marks)

Answer ALL Questions

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

- 6 a State the objectives of supply chain management.
OR
b Present the importance of supply chain management.
- 7 a Explain elements of supply chain planning.
OR
b Write a note on data analytics.
- 8 a Give a short note on purchasing cycle.
OR
b Bring out the elements of JIT.
- 9 a Indicate the elements of logistics management.
OR
b How green logistics is useful?

Cont ...

- 10 a Spell out the warranty management.
OR
b Examine logistics administration.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Trace out the scope of supply chain management.
OR
b Demonstrate the types of supply chain management.
- 12 a Describe the various levels of mass customisation.
OR
b Enumerate the operation management in supply chain management.
- 13 a Elucidate the inventory counting system.
OR
b Illustrate the contract management.
- 14 a Explore the process of fleet management.
OR
b Discuss the modes of transportation.
- 15 a Explain the role of internet in logistics.
OR
b Explain the emerging trends in supply chain management.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

BANKING FOR BUSINESS PROCESS SERVICES

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

1. Primary relationship between banker and customer is that of
(i) Dealer and customer (ii) Principal and agent
(iii) Vender and buyer (iv) Debtor and creditor
2. Bank Pass Book is
(i) Issued by Bank
(ii) Contains transaction details of Bank account
(iii) Shows balance in account (iv) All of above
3. The deposits which are repayable after a certain fixed period is
(i) Time deposits (ii) Recurring deposits
(iii) Demand deposits (iv) Flexi deposits
4. The evolution of retail banking in India can be traced back to the entry of
(i) Retail banks (ii) Wholesale bank
(iii) Foreign Banks (iv) RBI
5. Which of the following is not the Negotiable Instrument?
(i) Currency notes (ii) Promissory note
(iii) Bill of exchange (iv) Cheque
6. Pledge means
(i) Advance against goods
(ii) Hypothecation of goods
(iii) Bailment of goods as security for payment of debt
(iv) Open limits
7. The method of payment where the exporter relies on the undertaking of a bank to pay is
(i) Bank guarantee (ii) Letter of credit
(iii) Letter of comfort (iv) None of the above
8. URR725 is binding on all parties thereto, unless expressly modified or excluded by the
(i) Documentary Credit (ii) Reimbursement authorization
(iii) Instruction to the negotiating bank (iv) Payment Instruction
9. Internet banking refers to
(i) Operation of account through internet (ii) Opening of account through ATM
(iii) Opening of account through bank (iv) Both (i) & (ii)
10. What is the maximum amount stipulation for RTGS transactions?
(i) Rs 10 lakh (ii) Rs 50 lakh
(iii) Rs 1 Crore (iv) No Limit

Cont...

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 7 = 35)

11. (a) Briefly explain the Commercial Bank and Cooperative Bank.
OR

(b) Mention the relationship between banker and customer.

12. (a) What are cards? Mention its basics and originations.

OR

(b) Highlight the dispute processing and fraud investigation.

13. (a) State the various duties of collecting banker.

OR

(b) Give a note on Lien, Pledge and Mortgage.

14. (a) Identify the various clearing system.

OR

(b) Explain the basic outline of URC522.

15. (a) What are the benefits of electronic fund transfer?

OR

(b) Bring out the significance of value added services in banking.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks

(3 x 10 = 30)

16. Discuss the various functions and products of banks.

17. State the procedure for issuing cheque books, account conversion and closure of account.

18. Explain the principles of sound lending.

19. Summarize the overview of cash payment.

20. Describe the various uses of ATM and Internet banking.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICE)

RETAIL ENVIRONMENTAL AND MARKET RESEARCH

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

- 1 When goods and services are sold online, that market is called as _____
(i) Virtual market (ii) Capital market
(iii) Physical market (iv) Auction market
- 2 When goods and services are given to the highest bidder, such a market is called as _____
(i) Virtual market (ii) Capital market
(iii) Physical market (iv) Auction market
- 3 _____ is the process of dividing the whole market into several groups of people who share a similar set of needs and wants
(i) Classification (ii) Segmentation
(iii) Group (iv) Sector
- 4 _____ segmentation is a way of dividing the market based on geography.
(i) Demographic (ii) Geographic
(iii) Psychological (iv) Benefit
- 5 _____ is a systematic study of market dynamics.
(i) Market (ii) Market Environment
(iii) Market Research (iv) Primary Research
- 6 _____ Research is called as new research
(i) Primary (ii) Secondary
(iii) quantitative (iv) Qualitative
- 7 _____ is a name, sign or symbol which differentiate them from the competitors
(i) Brand (ii) Packaging
(iii) Labeling (iv) customizing
- 8 If a Brand is exclusively sold by a retail chain, that is known as _____
(i) Captive brand (ii) Private brand
(iii) Individual brand (iv) National
- 9 Which of the following best suits for 'Action Research'?
(i) applied research (ii) quantitative research
(iii) survey research (iv) population research
- 10 Any medium to reach out to a set of target audience is known as _____
(i) Research (ii) Retail Research
(iii) Media (iv) Communication

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 a Analysis the characteristics of a market?
OR
b Outline about CPG.
- 12 a Narrate Retailing? Explain the functions performed by the retailers?
OR
b Summarize the benefits of Segmentation.
- 13 a Compare Custom Study and Syndicated Study.
OR
b Bring out the stages in Product Life Cycle?
- 14 a State the steps involved in advertising and why advertising is necessary.
OR
b Narrate Consumer Research? Explain its benefits?
- 15 a Classify the types of Retail Data?
OR
b Classify the types of Media Data?

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Describe in detail about the types of market.
- 17 Enumerate in detail about the factors determining the consumer behavior.
- 18 Classify the research types with an example.
- 19 Highlight the process of New Product Development.
- 20 Enumerate in detail about Media.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICE)

CAMPUS TO CORPORATE TRANSITION

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

1. An organization's _____ embraces the behavior, rituals and shared meaning held by employees that distinguishes the organization from all others.
(i) External environment (ii) Culture
(iii) Dominant culture (iv) Ethics
2. BPO where a selected set of processes are handled by the division of the company is called _____.
(i) Third party BPO (ii) Knowledge Process Outsourcing
(iii) Legal Process Outsourcing (iv) Captive BPO
3. _____ provides a sort of shorthand among the organization's community of management and staff.
(i) language (ii) clarity
(iii) Accuracy (iv) politeness
4. _____ is the way a person or thing acts or reacts
(i) behavior (ii) attitude
(iii) confidence (iv) culture
5. What are the ABC's of Etiquette?
(i) Advise, Be Respectful, Create (ii) Acceptable, Believable, Courteous
(iii) Advertise, Beneficial, Charitable (iv) Accurate, Boastful, Courageous
6. Stress is defined as _____.
(i) Reaction to outside stimulus.
(ii) increased energy and heightened awareness.
(iii) Negative changes in life.
(iv) Negative thoughts and emotions
7. Communication is the task of imparting _____.
(i) Training (ii) Information
(iii) Knowledge (iv) Message
8. The principles of effective writing include _____.
(i) Accuracy (ii) clarity
(iii) Brevity, clarity and accuracy (iv) brevity
9. The Ability to understand the relation between the parts which makes a whole piece together _____.
(i) Reading Comprehension (ii) Listening Comprehension
(iii) Analytical Thinking (iv) Professional Competency
10. Face to face question answer type of interview is _____.
(i) Patterned Interview (ii) Direct Interview
(iii) In-Depth Interview (iv) Panel Interview

Cont...

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

11. a) Bring out the overview of corporate culture?
(OR)
b) Describe the role of Corporate Industry in India.
12. a) Narrate a detailed note on significance of politeness?
(OR)
b) State the importance of body language
13. a) Explain the workplace Etiquette and its importance ?
(OR)
b) Sketch out the importance of Time management ?
14. a) Summarize the barriers of communication?
(OR)
b) Develop the essentials of good writing skills?
15. a) Outline on reading comprehension?
(OR)
b) Explain the importance of formal Conversation skills ?

SECTION - C (30 Marks)

Answer any THREE Questions

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

16. Enumerate the various development in the corporate sector across the world with suitable example?
17. Elucidate a report on how to maintain change management?
18. Highlight the importance of Business Etiquette with suitable example?
19. Summarize the features and Importance of Business Communication.
20. Summarize the on presentation skill and draft a simple example.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Fifth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

RESEARCH METHODOLOGY

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 1 = 10)

- 1 Fundamental research is otherwise called
(i) action research (ii) survey
(iii) pilot study (iv) pure research
- 2 The social researcher solve problems on the basis of their observation is called as
(i) empirical problem (ii) analytical problem
(iii) normatic problem (iv) specific problem
- 3 In ----- , every person has an equal chance of being selected
(i) systematic (ii) simple random
(iii) stratified (iv) judgmental
- 4 Which of the following is not a type of descriptive research design?
(i) longitudinal (ii) cross-sectional
(iii) casual (iv) all the above
- 5 Which of the following is an example of primary data?
(i) book (ii) journal
(iii) news paper (iv) census report
- 6 Data process involves
(i) editing (ii) coding
(iii) tabulation (iv) all of the above
- 7 Null Hypothesis is denoted by
(i) H0 (ii) 0H
(iii) H1 (iv) 1H
- 8 Data analysis is a process of
(i) inspecting data (ii) clearing data
(iii) transforming data (iv) all the above
- 9 A research report can be
(i) technical (ii) popular
(iii) both (i) and (ii) (iv) none of these
- 10 A Research report prepared by a researcher for other researcher is known as
(i) technical report (ii) popular report
(iii) information report (iv) none of these

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 a Define Research. What are its objectives?
OR
b Explain the various sources for identification of research problem.
- 12 a What are the factors to be consider when choosing a Research Design?
OR
b What are sample errors? How do they arise?
- 13 a Bring out the selection of appropriate method for data collection.
OR
b Explain the various Scaling Techniques used in business research.
- 14 a What is Chi-Square Test? State its uses.
OR
b From what sources can hypotheses can be derived?
- 15 a State the significance of Research Report.
OR
b Briefly explain the different types of report.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Describe fully the techniques of defining a research problem.
- 17 Explain the different types of Research Design
- 18 What is data processing? Explain the various steps.
- 19 Discuss the various steps involved in a Hypothesis Testing.
- 20 Explain the contents of research report in detail.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(First Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICE)

MATHEMATICS FOR BUSINESS PROCESS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

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

- 1 If each of the annuity payment is made at the end of each period, it is called ____.
- (i) Annuity certain (ii) Immediate annuity
(iii) Deferred annuity (iv) Annuity due
- 2 What is the order of the matrix $A = \begin{bmatrix} 5 & 10 & 19 \\ 41 & 49 & 50 \end{bmatrix}$.
- (i) 3x2 (ii) 2x3 (iii) 2x2 (iv) 3x1
- 3 Find the Eigen values of the matrix I_2 .
- (i) -1, 1 (ii) -1, -1 (iii) 1, -1 (iv) 1, 1
- 4 Find the derivative of x^9 .
- (i) $10x^{10}$ (ii) $9x^9$ (iii) $9x^8$ (iv) $8x^8$
- 5 Find $\int \frac{1}{x} dx$
- (i) x^2+c (ii) $\frac{-1}{x^2} + c$ (iii) $2x^2+c$ (iv) $\log x+c$

SECTION - B (15 Marks)

Answer ALL Questions

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

- 6 a What is the value of perpetuity of Rs.250 at $8\frac{1}{3}\%$ p.a. compound interest?
OR
b Find the principal for which the difference of simple interest and compound interest for 2 years is Rs. 20 at 4% p.a.
- 7 a Find the rank of the matrix $A = \begin{bmatrix} 4 & 2 & 1 & 3 \\ 6 & 3 & 4 & 7 \\ 2 & 1 & 0 & 7 \end{bmatrix}$.
OR
b Show that $\frac{1}{2} \begin{bmatrix} 1 & 2 & 2 \\ 2 & 1 & -2 \\ -2 & 2 & 1 \end{bmatrix}$ is an orthogonal matrix.
- 8 a Using Cayley Hamilton's theorem for the matrix $A = \begin{bmatrix} 1 & 0 & -2 \\ 2 & 2 & 4 \\ 0 & 0 & 2 \end{bmatrix}$ Find A^4 .
OR
b Find the Characteristic equation of the matrix $A = \begin{bmatrix} 8 & -6 & 2 \\ -6 & 7 & -4 \\ 2 & -4 & 3 \end{bmatrix}$
- 9 a Differentiate the following with respect to x. $(x^2 + 1)(2x^4 - 3x^2 + 1)$.
OR
b Differentiate the following with respect to x. $\frac{1-x^2}{1+x^2}$.

Cont...

10 a Show that $\int_1^2 x e^{x^2} dx = \frac{1}{4}(e^4 - e)$.

OR

b Evaluate $\int (x^3 + 4x^2 - 5x - 6) dx$.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 6 = 30)

11 a A person wishes to divide Rs.65050 between his two sons who are 13 and 15 years old respectively in such a way that their shares, if invested at 4% CI, should produce the same amount when they become 18 years of age. Find the share of each.

OR

b Mr. X borrows a certain sum of money at 5% p.a compound interest and agrees to pay both the principal and interest in 10 equal yearly installments of Rs.1100 each. If the first installment is to be paid at the end of 5 years from the date of borrowing and the other yearly installments are paid at the end of the subsequent years, find the sum borrowed by him.

12 a Solve the system of equations

$$2x - y + 3z = 8; x - 2y - z = -4; 3x + y - 4z = 0.$$

OR

b Solve the system of equations $2x+3y+3z=22; x-y+z=4; 4x+2y-z=9$.

13 a Find the eigen values and eigen vectors of the matrix $A = \begin{bmatrix} 1 & 1 & 3 \\ 1 & 5 & 1 \\ 3 & 1 & 1 \end{bmatrix}$.

OR

b Find the eigen values and eigen vectors of the matrix $A = \begin{bmatrix} 6 & -2 & 2 \\ -2 & 3 & -1 \\ 2 & -1 & 3 \end{bmatrix}$.

14 a Examine the cost function, $y = 40 - 4x + x^2$ for maximum or minimum.

OR

b If $y = x^3 - 2x^2$ prove that $x^2 \frac{d^2y}{dx^2} - 4x \frac{dy}{dx} + 6y = 0$.

15 a Solve $\int \left(x + \frac{1}{x}\right)^2 dx$.

OR

b Evaluate $\int_1^{10} (\log x)^2 dx$.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2022
(Fifth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

DISCIPLINE SPECIFIC ELECTIVE – I MANAGING BUSINESS PROCESSES -I

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

1. In which stage of process improvement bottlenecks and weakness are identified
(i) Process Measurement (ii) Process analysis
(iii) Process Change (iv) Process Introduction
2. The people who ultimately use the product or services of an organization are known as
(i) Ultimate customers (ii) Internal customers
(iii) External customers (iv) One time customers
3. What is a tangible output of an activity that is predicted in project plan?
(i) Deliverable (ii) Activity
(iii) Condition (iv) Process
4. The documentation of a process which records the tasks, the roles and the entities used is called
(i) Process metrics (ii) Process analysis
(iii) Process modeling (iv) Process Measurement
5. The process mapping is a _____ diagram.
(i) Data flow (ii) Work flow
(iii) Circular (iv) Audit
6. Swim lane maps are used for _____
(i) Problem identification (ii) Time study
(iii) Value added analysis (iv) Non-Linear requirements.
7. While setting Quality objective, _____ to be considered.
(i) Material quality (ii) Customer need
(iii) Market demand (iv) Product Price
8. Quality practices must be carried out _____
(i) At the start of the project. (ii) Throughout the life of the project.
(iii) At the end of the project. (iv) No need to carry out quality practices.
9. _____ practices teach individuals team work and adjustment.
(i) Personnel management (ii) Effective human resource
(iii) Employee welfare (iv) Healthy, safety and welfare
10. What is the primary goal of Financial Management?
(i) To maximize the risk (ii) To maximize the return
(iii) To maximize owner's wealth (iv) To rise profits

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks

(5 x 7 = 35)

11 a. What is mean by Process? How to identify a business process.

(OR)

b. Distinguish between core process and Support Process.

12 a. Discuss the role of BPO industry in process management.

(OR)

b. Briefly explain the life cycle of BPO.

13 a. Narrate the advantages of Process mapping Techniques.

(OR)

b. Summarize the uses of SIPOC Diagram.

14 a. Explain the various activities of Quality management.

(OR)

b. How to design the quality assurance system.

15 a. Describe the benefits of Customer management.

(OR)

b. Illustrate the Roles and responsibilities of a delivery manager.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks

(3x 10 = 30)

16. Discuss the various components of business process management.

17. Analyze the various BPO operating models.

18. Briefly explain the Process Mapping Tools.

19. Describe the advantages of Total Quality Management.

20. Explain the functions of financial management.

Z-Z-Z

END