PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2022
(Sixth Semester)

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

DISCIPLINE SPECIFIC ELECTIVE-II MANAGING BUSINESS PROCESS - II

Time: Three Hours   Maximum: 75 Marks

SECTION-A (10 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** marks   (10 x 1 = 10)

1. The central tendency units will be helpful for _____ the problem
   (i) Defining the problem   (ii) Measuring the problem
   (iii) Organizing the problem   (iv) Solving the problem

2. Which of the following technique will be used on defining the problem?
   (i) Why-Why Analysis   (ii) Cause & Effect
   (iii) Brain Storming   (iv) Central Tendency units

3. Each time the targeted event or problem occurs, record data in the
   (i) Pareto Chart   (ii) Ishikava Diagram
   (iii) Check sheet   (iv) Control charts

4. Which of the following represents the data over a period of time?
   (i) Bar graph   (ii) Pie graph
   (iii) Line graph   (iv) Scatter graph

5. Which of the following is the spoken needs or requirements of customers, translated into measurable and meaningful business term?
   (i) VOC   (ii) CTQ
   (iii) Quality Attribute   (iv) Needs statement

6. Who coined the Six sigma?
   (i) Carl Frederick Gauss   (ii) Walter Shewart
   (iii) Bill Smith   (iv) Mikel Harry

7. How many categories can the human motion divided into?
   (i) 2   (ii) 3   (iii) 4   (iv) 5

8. The primary focus of any improvement activity is the elimination of
   (i) Workers   (ii) Waste
   (iii) Flexibility   (iv) Decision Making at the lowest level

9. _____ arises from violations of law, regulations or prescribed practices
   (i) Strategic   (ii) Compliance
   (iii) Staffing   (iv) Insurance

10. Relative variation of actual loss from expected loss is called
    (i) Subjective risk   (ii) Objective risk
    (iii) Actual loss   (iv) Expected loss

SECTION - B (35 Marks)
Answer **ALL** Questions
ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

11 a   Write a brief note on Why-Why analysis with the suitable example.

OR

    b   Enumerate the steps in problem solving

12 a   Narrate a situation on using the check sheet

OR

    b   Discuss about the three modern problem solving techniques.

13 a   Discuss about the six sigma methodology.

OR

    b   Make a list of six themes of Six Sigma.

14 a   Construct the house of Lean production.

OR

    b   Summarize the principles of Lean Thinking.

15 a   Evaluate the Risk Treatment for each of the risk.

OR

    b   Justify the understanding of Control & its types.

SECTION - C (30 Marks)
Answer any **THREE** Questions
ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

16   Explain in detail about the FMEA, its types and Performance.

17   Outline the traditional QC tools.

18   Elaborate about the functions of Six sigma.

19   Discuss about the types of wastes to be concentrated in an organization.

20   Summarize the different types of risk.

Z-Z-Z   END