PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2019
(Sixth Semester)

Branch - COMMERCE (BUSINESS PROCESS SERVICE)

MANAGING BUSINESS PROCESSES - II

Time : Three Hours   Maximum : 75 Marks
SECTION-A (20 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** marks   (1 0 x 2 = 20)

1   Define quality.
2   What is TQC?
3   What is quality assurance?
4   Specify the components of control chart.
5   What is meant by defectives?
6   What is scatter diagram?
7   What is six sigma?
8   What is black belt?
9   What is lean management?
10   Define quality management.

SECTION - B (25 Marks!
Answer **ALL** Questions
ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

11 a   Explain the significance of process solving techniques.
OR
    b List out the steps to complete the 5 whys.

12 a What are the uses of histogram?
OR
    b Examine the effects of diagrams.

13 a Write a brief note on organization of six sigma.
OR
    b State the benefits of six sigma.

14 a Mention the poke yoke views of JIT.
OR
    b   Write a brief note on value stream mapping.

15 a Make out a note on awareness towards information security.
OR
    b What are the benefits of business continuity plan?

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

16   What are the steps involved in process solving?

17   How can you construct pareto diagrams?

18   State the workings of six sigma.

19   List out the 8 types of waste.

20   Explain the risk factors involved in quality management.

Z-Z-Z   END