

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2023  
(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 An executed programme of the computer system is called \_\_\_\_\_.  
(i) Trap (ii) Process  
(iii) Programme (iv) Interrupt
- 2 A detailed process map showing the assembly of customised sandwiches would be an example of \_\_\_\_\_.  
(i) Moderated process map (ii) Micro process mapping  
(iii) High level process mapping (iv) Low level process mapping
- 3 \_\_\_\_\_ is to enhance the customer experience through value added services.  
(i) Solutioning (ii) Transition  
(iii) Value creation (iv) Business Growth
- 4 In the BPO the customer has to carry out a significant part of the process in house.  
(i) Transactional (ii) Niche  
(iii) Comprehensives (iv) JV Model
- 5 SLA stands for \_\_\_\_\_.  
(i) Service Level Agreement (ii) Service Level Arrangement  
(iii) Sender Level Arrangement (iv) Sender Level Agreement
- 6 Swim lane maps are used for \_\_\_\_\_.  
(i) Problem Identification (ii) value added analysis  
(iii) Time study (iv) Non- Linear requirements
- 7 The Process mapping is a \_\_\_\_\_ diagram.  
(i) Data flow (ii) Work flow (iii) Circular (iv) Audit
- 8 The primary focus of any improvement activity is elimination of \_\_\_\_\_.  
(i) Workers (ii) flexibility (iii) waste (iv) Production
- 9 \_\_\_\_\_ risk occurs when an asset is not liquid (or) cannot be sold  
(i) Operational (ii) Market (iii) Liquidity (iv) Hedge
- 10 \_\_\_\_\_ the process of identifying, assessing and controlling financial, legal strategic  
And securely risk to an organisations capital and earnings.  
(i) Risk mitigation (ii) risk management  
(iii) Risk identification (iv) risk assumption

Cont...

**SECTION - B (35 Marks)**

Answer **ALL** Questions

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

11 a What is the recognition of business process?

**OR**

b Examine the characteristics of process improvement.

12 a Write a note on histogram.

**OR**

b Explain the need for outsourcing.

13 a Narrate the advantages of why - why analysis?

**OR**

b Show the meaning of target setting and target setting process.

14 a Explain BPO life cycle.

**OR**

b What is process mapping and how does it helps in process?

15 a Mention the four basic steps in risk analysis.

**OR**

b What do you mean by the Information security risk? Explain.

**SECTION - C (30 Marks)**

Answer any **THREE** Questions

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

16 Recall the core and support processes in business.

17 Discuss how business processes are outsourced to India.

18 Explain the Kano's model of understanding customer's needs.

19 Demonstrate the flow chart symbols with suitable diagrams.

20 Enumerate in detail about business continuity plan.

Z-Z-Z

END