19BPU26A

Cont...

## PSG COLLEGE OF ARTS & SCIENCE (AUTONOMOUS)

### **BCom DEGREE EXAMINATION MAY 2023**

(Sixth Semester)

### Branch - COMMERCE (BUSINESS PROCESS SERVICES)

# <u>DISCIPLINE SPECIFIC ELECTIVE – II: MANAGING BUSINESS PROCESSES -II</u>

Ti	me: Three Hours		A Section 1	Maximum: 75 Marks
		SECTION-A		
	,	Answer ALL		
	ALI	questions carry	y <b>EQUAL</b> marks	$(10 \times 1 = 10)$
1	What is the first step in p  (i) Plan  (iii) check	roblem solving	process? (ii) do (iv) action	
2	What is the main task of  (i) Solve the given pr  (ii) To find out which  (iii) All of the mention  (iv) None of the ment	oblem and reac sequence of act oned	h to goal	the goal state
3	Who developed the conce (i) Genrich Altshull (iii) Crosby		(ii) Deming (iv) Juran	
4	Cause and effect diagram  (i) Fishbone diagram  (iii) Cause diagram	is also known a	as (ii) Fish diagram (iv) Effect diag	
5	Who is considered to be (i) Bill Smith (iii) Jack Welch	the father of Six	x Sigma? (ii) Walter Shew (iv) None of the	
6	"DMAIC" is used for pro (i) Improving an exist (ii) Creating new prod (iii) Both (a) and (b) (iv) None of the abov	ting business pr luct or process o		
7	Kaizen refers to  (i) Discontinuous Imp  (iii) Stop Improvement		(ii) Intermittent (iv) Continuou	-
8	Which of the following re (i) Poka-Yoke (iii) Andon	efers to the term	"automation"? (ii) Jidoka (iv) 5S	
9	Which is the only standard certify?  (i) ISO 9000  (iii) ISO 14000	d in the ISO 900	00 family to which (ii) ISO 9001 (iv) ISO 9000	ch organizations can
10	Te composite plan which course of action, and a (i) Programme (iii) Procedure	involves setting llocation of res	g up a long-term of ources is called _ (ii) Strategy (iv) Policy	objective, finding a

19BPU26A Cont...

#### SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

 $(5 \times 7 = 35)$ 

11 a List out the merits of Problem solving Process.

OR

- b What are the problem solving steps?
- 12 a State the modern problem solving techniques

)R

- b Explain Check Sheets.
- 13 a What is parent metrics and defect calculation?

 $\cap \mathbb{R}$ 

- b State the functions of Six Sigma.
- 14 a State the differences between pull and push system.

OR

- b Explain 5S Principle.
- 15 a Mention the tools to find risk.

OR

b Examine the term Fraud Management in detail.

#### SECTION - C (30 Marks)

Answer any THREE Questions

**ALL** Questions Carry **EQUAL** Marks

 $(3 \times 10 = 30)$ 

- 16. How do you analyze the performance of FEMA?
- 17 Describe the 7 QC tools for simple problem solving.
- 18 Explain the concept of Six Sigma Methodology (DMAIC)
- 19 Explain Lean Evolution.
- 20 Examine the Business Continuity Plan in detail.

Z-Z-Z

**END**