

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2023
(Sixth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

**DISCIPLINE SPECIFIC ELECTIVE – II: MANAGING BUSINESS
PROCESSES -II**

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

- 1 What is the first step in problem solving process?
(i) Plan (ii) do
(iii) check (iv) action
- 2 What is the main task of a problem-solving agent?
(i) Solve the given problem and reach to goal
(ii) To find out which sequence of action will get it to the goal state
(iii) All of the mentioned
(iv) None of the mentioned
- 3 Who developed the concept of TRIZ?
(i) Genrich Altshuller (ii) Deming
(iii) Crosby (iv) Juran
- 4 Cause and effect diagram is also known as _____.
(i) Fishbone diagram (ii) Fish diagram
(iii) Cause diagram (iv) Effect diagram
- 5 Who is considered to be the father of Six Sigma?
(i) Bill Smith (ii) Walter Shewhart
(iii) Jack Welch (iv) None of the above
- 6 "DMAIC" is used for projects aimed at.
(i) Improving an existing business process
(ii) Creating new product or process designs
(iii) Both (a) and (b)
(iv) None of the above
- 7 Kaizen refers to _____.
(i) Discontinuous Improvement (ii) Intermittent Improvement
(iii) Stop Improvement (iv) Continuous Improvement
- 8 Which of the following refers to the term "automation"?
(i) Poka-Yoke (ii) Jidoka
(iii) Andon (iv) 5S
- 9 Which is the only standard in the ISO 9000 family to which organizations can certify?
(i) ISO 9000 (ii) ISO 9001
(iii) ISO 14000 (iv) ISO 9000
- 10 The composite plan which involves setting up a long-term objective, finding a course of action, and allocation of resources is called _____.
(i) Programme (ii) Strategy
(iii) Procedure (iv) Policy

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks

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