

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2024
(Sixth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

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

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. Solving Problems begins with ____ or challenge that needs a solution.
 - i) Identifying the issue
 - ii) Developing Potential Solutions
 - iii) Monitoring and Evaluating the Outcome
 - iv) Boots Customer Satisfaction.
2. C –Chart, R – Chart and S – Chart are the types of ____
 - i) Graphs
 - ii) Control Charts
 - iii) Scatter Diagram
 - iv) Pareto Diagram
3. The Six Sigma Methodology comprises ____ data – driven stages. (DMAIC)
 - i) 4
 - ii) 6
 - iii) 5
 - iv) 7
4. Expansion of TIMWOODS is ____-
 - i) Transport, Incorporation, Motion, Waiting, Over Production, Over Processing, Defects and Skill Utilisation
 - ii) Time Management, Inventory, Motion, Waiting, Over Production, Over Processing Defects and Skill Utilisation
 - iii) Transport, Inventory, Motive, Waste, Over Production, Over Processing, Defects and Skill Utilisation
 - iv) Transport, Inventory, Motion, Waiting, Over Production, Over Processing, Defects and Skill Utilisation
5. A ____ considers unpredictable events and potential threats, such as natural disasters, fires, disease outbreaks, pandemics, supply chain disruptions, cyber attacks and other external threats.
 - i) Business Continuity Plan
 - ii) Six Sigma
 - iii) 5S Principles
 - iv) Sigma Variations.

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a What are the benefits of Problem Solving Process?
OR
b List out the types of FMEA.
7. a What are the situations to use Histogram?
OR
b What do you understand by Scatter Diagram?
8. a Mention the differences between DMAIC and DMADV.
OR
b What are the variations of Six Sigma?

Cont...

9. a Distinguish between Pull System and Push System.

OR

b Write short note on Poke Yoke.

10. a List out the risk factors in risk management.

OR

b What do you mean by Fraud Management?

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a Briefly discuss about Problem Solving Steps.

OR

b Why is FMEA Performed and Why is it important?

12. a Explain the 7 QC Tools for Simple Problem Solving.

OR

b Enumerate the Modern Problem Solving Techniques.

13. a Describe the Functions of Six Sigma.

OR

b What are the five phases of Six Sigma Methodology? Explain them.

14. a Discuss about 8 types of Waste in Lean Process.

OR

b What are the 5S Principles in Lean Process Improve? How do you implement 5S Principles?

15. a Explain the types of risk and the tools used to find risk?

OR

b Explain the Risk Management Cycle.

Z-Z-Z

END