# PSG COLLEGE OF ARTS & SCIENCE
## (AUTONOMOUS)

### BCom DEGREE EXAMINATION MAY 2024
(Fourth Semester)

Branch — COMMERCE (BUSINESS PROCESS SERVICES)

## MANAGING BUSINESS PROCESSES - I

Time: Three Hours                                          Maximum: 50 Marks

### SECTION-A (5 Marks)
Answer ALL questions
ALL questions carry EQUAL marks          (5 x 1 = 5)

1. Process Management includes
   i) Process Design                    ii) Process Definition
   iii) Process Documentation           iv) all of the above

2. Select a statement that is not true regarding low end BPO and high end BPO.
   i) Low End BPO is Data Entry whereas call center is High End BPO
   ii) Both Low and High End BPO focus on Domain Expertise
   iii) Telemarketing of cellular phones is Low End whereas data entry of
       supermarkets receipts for consumer behaviour is High End BPO
   iv) None of the above

3. What is TQM ?
   i) Total Quality Maintenance         ii) Total Quality Management
   iii) Total Quality Manager           iv) Total Quality Mitigration

4. Process mapping is part of which CI capability ?
   i) C1 process design                 ii) C2 problem solving
   iii) C3 knowledge sharing            iv) C4 leaders coach

5. Which internal IT service management processes and roles are most closely linked to
   service delivery management ?
   i) Only IT financial management and change management
   ii) All IT processes, roles and functions that support and underpin the delivery of
       the service
   iii) None service delivery managers work on their own with no interface to
        supporting processes or functions
   iv) Only service level managers

### SECTION - B (15 Marks)
Answer ALL Questions
ALL Questions Carry EQUAL Marks          (5 x 3 = 15)

6. a. What is process?

OR

   b. Explain Internal Customer Vs. End user.

7. a. Give an overview of BPO.

OR

   b. What are the BPO operating models?

8. a. Narrate the techniques of Process Mapping.

OR

   b. What is SIPOC?

9. a. What are the benefits of quality management?

OR

b. Explain the term Quality Assurance.

10. a. Explain the term Knowledge Management.

OR

b. Write a note on Capacity Management.

## SECTION -C (30 Marks)
Answer any **Three** questions
**ALL** questions carry **EQUAL** Marks          (3 x 10 = 30)

11. What are the differences between Core Process and Support Process?

12. Briefly explain the typical business process outsourced to India.

13. Discuss the various Process Mapping Tools.

14. Explain the functions of Quality Management.

15. Discuss the scope of Finance Management.

Z-Z-Z          END