

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2023  
(Fifth 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. Under what method payment is made at the time of physical delivery of goods?
  - i) Cash on delivery
  - ii) Debit card payment
  - iii) Credit card payment
  - iv) Prepaid amount.
2. BPO companies involved in transactions normally -----.
  - i) Capture data translate it into Text.
  - ii) Listen to a conversation on-line and Transactions it into Text.
  - iii) Transforming and audio file into text.
  - iv) Translate from one language into a different language.
3. What is full form KPO?
  - i) Knowledge Process outstanding
  - ii) Knowledge Process outsourcing
  - iii) Knowledge Persons outsourcing
  - iv) Knowledge Production outstanding.
4. Which of these is the primary idea behind the concept of multiple sourcing?
  - i) Lower costs
  - ii) Better service
  - iii) Higher costs
  - iv) Better quality
5. The knowledge management involves the following sequential activities of knowledge.
  - i) Acquisition, storage, Dissemination, Application.
  - ii) Storage, Acquisition, Dissemination, Application
  - iii) Application, Acquisition, Dissemination, storage
  - iv) Dissemination, Acquisition, storage, Application

**SECTION - B (15 Marks)**

Answer ALL Questions

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

- 6 a Identify the five components of business process management.  
OR  
b List out the Essential features of the business process management.
- 7 a Outline the Role of BPO in process management.  
OR  
b What are the major BPO sectors?
- 8 a What are the 4 components of a process management?  
OR  
b Categories the elements of a SIPOC.
9. a Briefly explain the quality management.  
OR  
b Explain the role of quality management in changing business conditions.

Cont...

10. a Identify the concept of Knowledge management.  
OR  
b Outline the stages of Knowledge Management.

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a Select the six sigma processes improvement methodologies.  
OR  
b List out the steps of improvement process.
12. a Explain the different Types of BPO.  
OR  
b Classify the stages of BPO.
13. a Explain the Level of Process Map.  
OR  
b Write a short note on Kano two factor Model.
14. a Enumerate the seven pillars of Total Quality Management.  
OR  
b Discuss the elements of total quality in details.
15. a Point out the Types of knowledge management.  
OR  
b Enumerate the purpose of quality assurance and quality assessment.

Z-Z-Z

END