Exam Date & Time: 28-Sep-2020 (02:00 PM - 05:45 PM)

PSG COLLEGE OF ARTS AND SCIENCE

Note: Writing 3hrs: Checking & Inserting Image : 30mins

BCom DEGREE EXAMINATION MAY 2020
(Sixth Semester)

Branch - COMMERCE (BUSINESS PROCESS SERVICES)
MANAGING BUSINESS PROCESSES - II [14BPU27]

Marks: 75   **Duration: 210 mins.**

SECTION A

Answer all the questions.

1)   Mention the concept of 5 WHYs.   (2)

2)   State any two essentials WHY analysis.   (2)

3)   What is the purpose of control charts?   (2)

4)   Define the uses of cause and effect diagram   (2)

5)   How the six sigma works against process improvement?   (2)

6)   Define the concept of Lean.   (2)

7)   What is meant by WASTE analysis?   (2)

8)   Mention any two concept of pull and push system.   (2)

9)   Identify any two risk factors in Quality management.   (2)

10)   State the concept of fraud management.   (2)

SECTION B

Answer all the questions.

11)   Bring out the significance of WHY analysis.   (5)

a)

[OR]
b)   Explain the criteria for identifying failure mode and effect analysis.   (5)

12)   Explain the term pareto diagrams.   (5)

a)

[OR]   Differentiate pros and cons in pull system and push system.   (5)
b)

13)   Briefly point out concept of six sigma.
                                                                                   (5)

a)

[OR]   "Six Sigma can help the project manager" – Discuss.   (5)
b)

14)   Explain the various principles of lean.

                                                                                   (5)

a)

[OR]   Narrate the concept Kaizen lean. How it will works in process improvement? (5)
b)

15)   How do you eliminate fraud risk in an enterprise?

                                                                                   (5)

a)

[OR]   Explain the tools for effective information security awareness.   (5)
b)

SECTION C

Answer 3 out of 5 questions.

16)   Discuss the various process involved in designing failure mode and effective analysis
         [FMEA].   (10)

17)   Illustrate the different types of histograms chart in problem solving process.   (10)

18)   Explain the different phases of six sigma in project management.   (10)

19)
         "The essence of lean is to Eliminate Waste"- Discuss.   (10)

20)   Describe the different stages in risk management.   (10)

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