

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



## PSG COLLEGE OF ARTS AND SCIENCE

Note: Writing 3hrs: Checking &amp; 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] Explain the criteria for identifying failure mode and effect analysis. (5)
  - b)
- 12) Explain the term pareto diagrams. (5)

a)

a)

[OR]

What are the objectives of IMF?

(5)

b)

13)

Discuss the role of RBI in financing exports.

(5)

a)

[OR]

Explain the merits of fixed exchange system.

(5)

b)

14)

Explain the role of government in Foreign Exchange Control.

(5)

a)

[OR]

Sketch the objectives of Foreign Exchange Control.

(5)

b)

15)

Explain the various methods of Foreign Payment?

(5)

a)

[OR]

Explain the structure of Foreign Exchange Market.

(5)

b)

### SECTION C

Answer 3 out of 5 questions.

- 16) Point out the benefits of International Banking Service. (10)
- 17) Discuss the Critical Appraisal of IBRD. (10)
- 18) Categorize the various methods of exchange control and its significance. (10)
- 19) What is rate of exchange? How it is determines. (10)
- 20) Elucidate the different type of international transactions. (10)

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