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| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** |
| **B.COM - VI SEMESTER** |
| **SEMESTER EXAMINATION: APRIL 2019** |
| **BPS 6516 – Managing Business Processes - I** |
|  |  |  |  |  |  |  |
| **Time- 2 1/2 hrs** |  | **Max Marks-70** |  |
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| **This paper contains two printed pages and four parts** |

**Section A**

1. Answer any **five** from the following: **2X5=10**
2. Define Process.
3. Name the types of customer under process mapping.
4. Expand COPC and CMM
5. Mention the pricing models for BPO services.
6. Name the aspects of financial management.
7. What is meant by front office and back office outsourcing?
8. Give examples for Quality management of any field.

**Section B**

1. Answer any **three** from the following: **5X3=15**
2. Describe the components of Process management.
3. Differentiate between Processes and Procedures.
4. Explain the process of BPO lifecycle.
5. Give an example for inbound call handling process in a call centre using process mapping technique.
6. Briefly explain the process of knowledge management.

**Section C**

1. Answer any **three** from the following: **10X3=30**
2. Explain the Business process model with a diagram.
3. Describe the key aspects of Process management in BPO.
4. What are the factors of capacity planning? Explain.
5. Explain the components of people management in BPO.
6. What is swim lane process map? Explain the mapping technique with reference to an industry.

**Section D**

1. **Compulsory question:**  **15X1=15**
2. Alpha company a manufacturing unit of soft drinks is currently facing issues with customers for high usage of carbonated water (water that has the gas carbon dioxide dissolved in it under pressure) while the normal level was just below 20%. This has led to enormous loss for the company in terms of health issues among children consumption, profits, labour turnover, reputation and legal issues. You as a Quality manager are required to prepare business process model which involves various departments and identify loopholes that reduce menace and help the company resolve back into its standards.

**Questions:**

1. What are the essential elements of a quality manager? **(5)**
2. Describe the mapping technique for the above problem. **(5)**
3. Provide suggestive measures to resolve the issue. **(5)**

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