

FACULTY OF MANAGEMENT

M.B.A. II – Semester Examination, April 2015

Course No. 2.2

Business Process Reengineering

Time : 3 Hours

Max. Marks: 80

Note: Answer All questions.

PART – A (10x2=20 Marks)

- 1 Write short notes on the following:
- (a) What is reengineering?
 - (b) What is cycle time?
 - (c) What is capacity analysis?
 - (d) What is holonic network?
 - (e) What is quality trilogy?
 - (f) What is QFD?
 - (g) What is simulation?
 - (h) What do you mean by Feedback loops?
 - (i) What is ERP?
 - (j) What is virtual ingredient?

PART – B (5x12=60 Marks)

Answer all the questions using the internal choice.

- 2 (a) What is BPR? Explain its importance in modern competitive business world.
OR
(b) Explain the phases in reengineering programme.
- 3 (a) What is process redesign ? Explain the pros and cons of business process flows.
OR
(b) Explain the process of management of cycle time and capacity time reductions.
- 4 (a) Explain the factors influencing the success of BPR.
OR
(b) Explain the tools and techniques of BPR.
- 5 (a) Explain the various persons to be involved for effective BPR.
OR
(b) Discuss the various key performance indicators for BPR.
- 6 (a) Explain the significance of ERP in modeling business processes.
OR
(b) Explain the method of performance measurement in business process.
