

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2020-22)**  
**END TERM EXAMINATION (TERM -VI)**

Subject Name: **Business Process Re-engineering**  
Sub. Code: **PGO-10**

Time: **02.30 hrs**  
Max Marks: **60**

**Note:**

**1. All questions are compulsory. Section A carries 10 marks: 5 questions of 2 marks each, Section B carries 30 marks having 3 questions (with internal choice question in each) of 10 marks each and Section C carries 20 marks one Case Study having 2 questions of 10 marks each.**

**SECTION - A**

Attempt all questions. All questions are compulsory.

**2× 5 = 10 Marks**

**Q. 1: (A).** What are the measures of performance while redesigning business processes?

**Q. 1: (B).** “BPRE is to fundamentally rethink and radically design business processes”. Discuss the statement in the context of dramatic improvement of businesses.

**Q. 1: (C).** Why has process orientation replaced functional/departmental ownerships in process reengineering?

**Q. 1: (D).** How does BPRE catalyze competitive advantage?

**Q. 1: (E).** How does information technology play the role of an enabler in BPRE? Explain with business example.

(CO.1)

**SECTION - B**

All questions are compulsory (Each question have an internal choice. Attempt any one (either A or B) from the internal choice)

**10 x 3 = 30 Marks**

**Q. 2: (A).** Explain outcome based value analysis and reengineering in BPRE.

**Or**

**Q. 2: (B).** “Value based about outcomes focus beyond functions” explain with examples.

**Q. 3: (A).** How does unlearning develop vision and long term strategy in change management?

**Or**

**Q. 3: (B).** “Change management begins with a sense of urgency”. Explain with business example.

**Q. 4: (A).** How can a company use benchmarking in the analysis phase of BPRE?

**Or**

**Q. 4: (B).** Benchmarking compares a company’s performance with other best-in-class performing companies in similar industries. What are the parameters which are compared?

## SECTION - C

Read the case and answer the questions

**10×02 = 20 Marks**

Q. 5: Case Study: (CO5)

### E-stamping mandatory for National Capital Region

The government decided to make e-stamping mandatory in for Delhi and for four districts, Gurgaon, Faridabad, Sonipat and Panchkula in the year 2017 in the first phase.

Giving details, Finance Minister of Haryana said that in these districts, all other offices or agencies that is treasury office or sub treasury office and authorized State Bank of India branches would stop selling stamp paper (Non Judicial). Stamp vendors would generate stamp papers (Non Judicial) up to Rs.10,000 per person only through e-stamping module, he added.

He said that any citizen could generate stamp paper online through e-stamping system, which is available on website <https://egrashry.nic.in>.

This system is implemented in two parts. The first part makes the payment for stamp papers in the relevant receipts head whereas the second part generates e-stamp paper through E-Stamp portal after online confirmation of payment.

The Finance Minister said that after successful payment through Payment Aggregator Services by using net banking or Credit Card or Debit Card and Manual Payment through draft or cash after generating requisite challan on Electronic Government Receipt Accounting System (E-GRAS) portal, the depositors could generate online E-Stamp papers immediately and seek the date of registration for Revenue Authority by using Haryana Registration Information System (HARIS) portal.

He said that Electronic Government Receipt Accounting System (E-GRAS) has been implemented all over the State and is running successfully.

The Revenue Authority, after verifying the payment online through E-GRAS portal, would register the document and the system would automatically deface the e-stamp and corresponding Government Receipt Number (GRN) online to avoid duplicity.

The citizen could apply for refund of unused e-stamp paper on E-GRAS portal [www.egrashry.nic.in](http://www.egrashry.nic.in) he added.

#### **Questions:**

**Q. 5: (A).** Visualize and construct the data flow diagram of the aforementioned redesigned process of e stamp paper issuance.

**Q. 5: (B).** An extension to the aforementioned e governance initiative, State Bank of India (SBI) facilitated both customers and non-customers of SBI to collect the e-Stamp Papers from SBI branches. With pan India banking operations, illustrate the challenges of SBI in operationalizing e stamping using a fish-bone diagram.

#### **Mapping of Questions with Course Learning Outcome**

<b>Question Number</b>	<b>COs</b>	<b>Bloom's taxonomy level</b>	<b>Marks Allocated</b>
Q. 1:	CO1		10 marks
Q. 2:	CO2		10 marks
Q. 3:	CO3		10 marks
Q. 4:	CO4		10 marks
Q. 5:	CO5		20 marks