

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

**POST GRADUATE DIPLOMA IN MANAGEMENT (2022-24)**  
**END TERM EXAMINATION (TERM-V)**

Subject Name: **Business Process Re-engineering**

Time: **02.00 hrs**

Sub. Code: **PGO52**

Max Marks: **40**

**Note:**

**All questions are compulsory. Section A carries 5 marks: 5 questions of 1 marks each, Section B carries 21 marks having 3 questions (with internal choice question in each) of 7 marks each and Section C carries 14 marks one Case Study having 2 questions of 7 marks each.**

**SECTION - A**

Attempt all questions. All questions are compulsory.

**1×5 = 5 Marks**

<b>Questions</b>	<b>CO</b>	<b>Bloom's Level</b>
<b>Q. 1: (A)</b> Explain the relevance if IT in BPR? <b>Q. 1: (B)</b> State the reasons for success and failure of a business project. <b>Q. 1: (C)</b> Explain the barriers found in business process reengineering.  <b>Q. 1: (D)</b> Explain lean manufacturing. What are the main steps in lean manufacturing implementation. <b>Q. 1: (E)</b> What do you mean by benchmarking?	<b>CO1</b>	<b>L1, L2</b>
<b>(Entire Sec A to be assigned one CO.)</b>		

**SECTION – B**

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

**7 x 3 = 21 Marks**

<b>Questions</b>	<b>CO</b>	<b>Bloom's Level</b>
<b>Q. 2: (A)</b> What is process mapping? Explain process mapping with main symbols with examples. <b>Or</b> <b>Q. 2: (B)</b> Explain the principles governing a BPR process. Explain in detail.  (internal choices with two questions corresponding to the same CO)	<b>CO2</b>	<b>L2</b>
<b>Q. 3: (A)</b> Explain benchmarking and process visioning in detail taking examples in business process industry? <b>Or</b> <b>Q. 3: (B)</b> Explain competitive benchmarking. How is it different from generic benchmarking. Mention six steps of the bench marking process.  (internal choices with two questions corresponding to the same CO)	<b>CO3</b>	<b>L2</b>
<b>Q. 4: (A)</b> What is the role and capabilities of IT needed for successful implementation of a business process reengineering? <b>Or</b>		

<p><b>Q. 4: (B)</b> Explain the lean management philosophy with the benefits with regards to customers as well as organizations. How is it contributing to business process reengineering principles.</p> <p>(internal choices with two questions corresponding to the same CO)</p>	<b>CO4</b>	<b>L4</b>
<p><b><u>SECTION - C</u></b></p> <p>Read the case and answer the questions: <span style="float: right;"><b>7×02 = 14 Marks</b></span></p>		
<b>Questions</b>	<b>CO</b>	<b>Bloom's Level</b>
<p><b>Q. 5: Case Study:</b>  The director of information systems of a major engineering firm is pondering whether to break apart and totally reconfigure his computer operations centre. At present, a single large computer supports the company's batch and online systems. Workloads are quite erratic and in the past year long response time delays on the online systems, combined with batch schedules, have put him under considerable pressure to provide more responsive service.</p> <p>Questions:  (a) Suggest several alternative hardware configurations and evaluate them in terms of both overall efficiency and responsiveness to user needs.  (b) What other actions might be taken to improve responsiveness to user needs without reconfiguring the hardware?</p> <p>(Entire Sec C to be assigned one CO. Both questions corresponding to the same CO)</p>	<b>CO2</b>	<b>L3</b>

**Kindly fill the total marks allocated to each COs in the table below:**

<b>COs</b>	<b>Marks Allocated</b>
<b>CO1</b>	5 Marks
<b>CO2</b>	7 Marks
<b>CO3</b>	14 Marks
<b>CO4</b>	7 Marks

**(Please ensure the conformity of the CO wise marks allocation as per your TLEP.)**

**Blooms Taxonomy Levels given below for your ready reference:**

- L1= Remembering**
- L2= Understanding**
- L3= Apply**
- L4= Analyze**
- L5= Evaluate**
- L6= Create**