

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
MBA Winter 2019 - 20 Examination

Semester: 3
Subject Code: 06205202
Subject Name: Business Process Re-Engineering

Date: 02-12-2019
Time: 10:30 am to 01:00 pm
Total Marks: 60

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1

A).Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)

1. Which system supports business process end to end?

- | | |
|----------------------|-------------------------|
| a) Management system | c) Enterprise System |
| b) Accounting system | d) Functional Structure |

2. Which of the following is the lowest risk, least extent of change?

- | | |
|--------------------------------|-------------------------------------|
| a) Business process automation | c) Business process improvement. |
| b) Discontinuous change. | d) Business process re-engineering. |

3 Which is change involving a major transformation in an industry?

- | | |
|------------------------|--------------------------|
| a) Continuous change. | c) Discontinuous change. |
| b) Incremental change. | d) None of the above |

4 Which of the following is an approach to achieving management commitment?

- | | |
|--|-----------------------|
| a) Education and training. | c) Prototyping. |
| b) Active involvement by senior staff. | d) None of the above. |

5 The last stage of the transition curve model of response to change is...

- | | |
|-----------------|---------------|
| a) Denial | c) Shock |
| b)Consolidation | d) Acceptance |

B).Define the following. (05)

1. Define ERP.
2. Define Flow chart
3. Define Business process
4. List BPR guiding principles.
5. List reengineering area.

C).Do as directed. (05)

1. What is the BPR structure?
2. Define change management.
3. What do you mean by KAIZEN?
4. What are the steps for implementing BPR?
5. Supply-chain management impacts both providers of goods and providers of services.
True or False

Q.2 Answer the following questions.

A). Explain six sigma in detail. (07)

B). What is Business Process Reengineering? (08)

Q.3 Answer the following questions.

A). What are the drawbacks of the traditional information systems? (07)

B). Explain ISO and TQM in detail. (08)

Q.4 Attempt any two questions. (Each of 7.5 mark)

(15)

1. Explain BPR methodologies in detail.
2. Explain factors which will leads to ERP success.
3. Explain ERP system in details with some good real world example of ERP system.
4. What is Supply Chain Management (SCM)? List the various elements