

FACULTY OF MANAGEMENT

M.B.A. II – Semester (OLD) & (Evening) Examination, May / June 2019

Subject: Business Process Reengineering

Course No. 2.2

Time: 3 Hours

Max. Marks: 80

Note: Answer all the questions.

**PART – A (10x2 = 20 Marks)
[Short Answer Type]**

1. Answer the following in not more than 75 words.

- a) Business Process
- b) Clean Slate Philosophy
- c) TQM
- d) Flow Time Analysis
- e) Average Inventory
- f) Design Phase
- g) Implementation Barriers
- h) Hard Barriers
- i) Effective Team
- j) Simulation

**PART – B (5x12 = 60 Marks)
[Essay Answer Type]**

Note: Answer all the questions by using internal choice.

2 a) What is meant by “Business Process Reengineering”? Discuss the seven rules or principles of reengineering.

OR

b) Compare and contrast continuous process improvement and process reengineering.

3 a) What is meant by “flow time analysis” or cycle time analysis? Explain.

OR

b) Discuss the ways of increasing process capacity.

4 a) Write short notes on:

- i) Reaction to change and
- ii) Resistance to change.

OR

b) Discuss the role of consultants in BPR.

5 a) Describe the various tools and techniques used in BPR.

OR

b) Explain what is meant by “organizing and managing for successful BPR.”

6 a) State the ten principles of Process Management.

OR

b) Describe the structure of CMM.
