



Code No. : **9009**

FACULTY OF MANAGEMENT
M.B.A. II Semester Examination, Dec. 2012/Jan. 2013
BUSINESS PROCESS REENGINEERING
Course No. 2.2

Time: 3 Hours]

[Max. Marks: 80

Note : Answer **all** the questions.

SECTION – A

(10×2=20 Marks)

1. Write short notes on :

- a) The concepts of Business Process Reengineering.
- b) Feedback loop
- c) Process Control
- d) Little's Law
- e) ERP
- f) Technology for Business Process Reengineering
- g) AS – IS Analysis
- h) TQM
- i) Quality Action Plan
- j) Critical Success Factors.

SECTION – B

(5×12=60 Marks)

2. a) Explain the principles of Business Process Reengineering.

OR

- b) Discuss reengineering process of BPR and its relationship with functional areas of business.

3. a) Write a note on business process and flows.

OR

- b) Discuss “managing cycle time”.



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4. a) What are the tools and techniques of Business Process Reengineering ?

OR

b) Write a note on cross functional teams and mentoring in BPR.

5. a) Discuss the role of Parameter analysis in Business Process Reengineering.

OR

b) Explain Business map and Simulation Model.

6. a) Discuss work flow management systems in Business Process Reengineering.

OR

b) Explain Business Process Maturity Model.

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