Code No. 5089

FACULTY OF MANAGEMENT
M.B.A. II - Semester Examination, July 2014

Subject: Business Process Re-Engineering
Course No. 1.2

Time : 3 Hours   Max. Marks: 80

Part – A (10 x 2 = 20 Marks)

1   Write short notes on the following. All answers should be at one place only.
(a) Through put Rate
(b) Complex dynamic system
(c) Little's Law
(d) Cross functional team
(e) Rationale of BPR
(f) Black hole
(g) Parameter Analysis
(h) Work-in-process
(i) BPM
(j) Five stage model of AS-IS

Part – B (5 x 12 = 60 Marks)
Answer **all** the questions.

2   (a) What do you understand by BPR? What are the various perspectives of BPR?
OR
(b) What is Re-engineering? Briefly write about the history of Reengineering.

3   (a) Explain the process involved in cycle Time Analysis.
OR
(b) What is cycle Time Reduction? Explain with examples.

4   (a) What are the tools and techniques employed in BPR?
OR
(b) Identify the factors responsible for the successful implementation of BPR.

5   (a) Examine the role of Top management and consultants in the process of BPR.
OR
(b) What is Business process map? What are its contents?

6   (a) Examine the relationship between ERP and BRP.
OR
(b) Write briefly about Business process maturity model.

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