

FACULTY OF MANAGEMENT

M.B.A. II-Semester Examination, July / August 2015

Subject: Business Process Re-Engineering

Course No : 2.2

Time : 3 Hours

Max. Marks: 80

Note: Answer ALL the questions.

**Part – A (10x2=20 Marks)
(Short Answer Type)**

1 Write short notes on the following.

- (a) What is Reengineering?
- (b) What is complex dynamic system?
- (c) What is meant by Business process?
- (d) What is capacity analysis?
- (e) What is clean sheet?
- (f) State the objectives of mentoring.
- (g) State role of consultants
- (h) State steps in BPR
- (i) What is TO-BE analysis ?
- (j) State the features of process centric organization.

**Part – B (5x12=60 Marks)
(Essay Answer Type)**

2 (a) Discuss the inter-relationship between Reengineering and other functional areas in an organization.

OR

(b) Explain the elements in Reengineering framework.

3 (a) Discuss the process involved in cycle time analysis.

OR

(b) Explain the key issues relating to management of cycle time and capacity analysis.

4 (a) Discuss the elements in Redesign of business processes.

OR

(b) Explain the salient features of BPR techniques.

5 (a) Explain the pre-requisites for making BPR effective in a dynamic business environment.

OR

(b) Discuss the utility of simulation process in BPR.

6 (a) Explain the significance of ERP in Business process.

OR

(b) Discuss the performance evaluation system in Business process.
