

Code No. 9089

FACULTY OF MANAGEMENT
MBA II – Semester Examination, May 2017
Subject: Business Process Re-Engineering
Course No. 2.2

Time: 3 Hours

Max. Marks: 80

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

Note: Answer all the questions.

1. Write short notes on the following.

- a) Production reengineering
- b) Complex dynamic system
- c) Throughput rate
- d) Managing cycle time
- e) Systematic sheet
- f) Facilitating
- g) Empowerment
- h) Process simulation
- i) Parameter analysis
- j) IT 'Black hole'

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

Note: Answer all the questions using internal choice.

- 2 a) Elucidate the history of Business Processing Reengineering.
OR
b) Explain the complex dynamic systems.
- 3 a) Explain the process of cycle time and capacity analysis.
OR
b) Discuss the Theory of constraints.
- 4 a) Explain the steps for implementation of BPR.
OR
b) Discuss the various models of BPR.
- 5 a) Discuss the role of consultants' involvement for effective BPR system.
OR
b) What are the key performance indicators for effective BPR system?
- 6 a) Explain the work flow management system in BPR.
OR
b) Discuss the Business Process Maturity Model.
