

FACULTY OF MANAGEMENT**M.B.A. II – Semester (CBCS) Examination, May / June 2018****Subject: Business Process Re-engineering****Paper – MBA – 204 – 2
(Open Elective – III)****Time: 3 Hours****Max.Marks: 80**

**Note: Answer all the questions from Part-A and Part-B.
Each question carries 4 marks in Part-A and 12 marks in Part-B.**

**PART – A (5x4 = 20 Marks)
[Short Answer Type]**

- 1 Dynamic system
- 2 Work-in-process
- 3 Systematic sheet
- 4 Virtual ingredients
- 5 .BE analysis

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

- 6 a) Define Business Process Re-engineering. Explain its relationship with financial areas of business.
OR
b) Explain social constructs perspectives of BPR.
- 7 a) Distinguish between cycle time analysis and capacity analysis.
OR
b) Define Little's Law? Explain the role of Little's law in managing process flows.
- 8 a) Explain the role of technology for BPR.
OR
b) Explain the tools and techniques of BPR.
- 9 a) What is IT black hole? What is the impact of IT black hole on BPR?
OR
b) Explain simulation model on making effective BPR.
- 10 a) Define ERP? Explain the role of ERP in modeling business processes.
OR
b) Explain the role of business process performance measurement.
