

MAY 2013

P/ID 77555/PMBP3

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE out of Eight questions.

1. Give a brief note on business process management.
2. Define process visioning and Benchmarking and give its importance in business process reengineering.
3. Mention the critical success factors that are required in assessing the success of BPO.
4. Give a brief note on the performance measurement system.
5. Give a note on off shoring business.
6. Explain briefly the role of information technology in business process reengineering.
7. What are the rules in posed by govt. to regulate out sourcing business.
8. “Indian Govt. policies are supporting for out sourcing business” – Explain briefly.

PART B — (5 × 10 = 50 marks)

Answer any FIVE out of Eight questions.

9. Define process refinement. Explain in detail various steps that is involved in building quality in the process.
10. Explain in detail the stators of business process reengineering in Indian Industry.
11. Elaborate the evolution of the BPO.
12. Give in detail the legal considerations that governs the out sourcing business.
13. Give a detailed note on the opportunity for India in business process out sourcing.
14. “Off shoring business – a curse/opportunity for organisations” – Discuss.
15. Compare and contract process improvement and process redesign. Also explain the situation appropriate for both.
16. Elaborate on the difficulties faced during the transition phase by an organisation during the process of moving towards outsourcing.

PART C — (1 × 20 = 20 marks)

Compulsory Questions.

17. A global firm with more than \$30 bn turnover was committed to transforming its IT organisations operating costs, while providing higher value added skills to the business, rather than increased commodity skills such as programming.

The first element of this initiative was to design and implement a us off shoring plan immediately. The leadership felt confident in their teams level of talent, clarity of direction and careful planning. Flawless execution was the key to success, however there is an immediate worry and resistance through out the organisation about change and lay off that might accompany off shoring.

Questions :

- (a) Considering the given situation elaborate on the challenges that the management will be facing in the process.
- (b) Develop a working plan to successfully implement the off shoring process.