

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, May 2019**


**Program: MBA –BA**  
**Subject (Course): Business Process Management**  
**Course Code : DSBA 7007**  
**No. of page/s: 3**

**Semester : II**  
**Max. Marks : 100**  
**Duration : 3 Hrs**

**SET 1**

**Instructions: Section A is of 20 Marks, Section B is of 20 Marks, Section C is of 30 Marks, Section D is of 30 Marks ( Section D is compulsory)**

**SECTION A**

S. No.	Mention True / False or Fill in the blanks against each question	Marks	CO
1	_____ Collection of related events, activities and decisions, that involve a number of actors and resources, and that collectively lead to an outcome that is of value to an organization or its customers.	2	CO1
2	BPM Aims to achieve breakthrough, for example by removing costly tasks that do not directly add value.	2	
3	Process redesign involves cost, quality, flexibility and time.	2	
4	The importance of the SIPOC is that it shows, in very simple terms, what the process accomplishes while identifying the key players.	2	
5	Swimlane Maps joins the steps into lanes or channels according to who does the activity.	2	
6	Lean Concept gives the opportunity to the company to increase the service level, while reducing the cost.	2	
7	 Indicates locations within a business process where the sequence flow can take two or more alternative paths.	2	
8	Flow analysis does not consider waiting times due to resource contention.	2	
9	Pareto Analysis cannot be considered as a technique for process analysis techniques.	2	
10	Over-Processing cannot be considered as waste.	2	

<b>SECTION B</b> <b>Answer any four of the following questions. Be brief in your answers.</b>			
Q 1	What is BPM?	<b>5</b>	<b>CO2</b>
Q 2	Create a simple SIPOC for ordering process.	<b>5</b>	<b>CO2</b>
Q 3	What is lean management?	<b>5</b>	<b>CO1</b>
Q 4	Define PDCA.	<b>5</b>	<b>CO1</b>
Q 5	What are Process Improvement Challenges?	<b>5</b>	<b>CO2</b>
<b>SECTION-C</b> <b>(Answer any two of the questions. Answer in points only)</b>			
Q 1	Mention the various sources waste in manufacturing industry which could be addressed through BPM.	<b>15</b>	<b>CO2</b>
Q 2	<p>The following paragraph depicts the activity of handling the delivery of books initiated by the delivery employee and mentioned in the “MyBook” scenario. Draw a Swimlane Diagram for the given activity.</p> <p>The process starts when the delivery employee logs in to the system. The system verifies his/her credentials. If correct, he/she can proceed otherwise he/she gets two other chances and after that the process ends. The delivery employee views all the books that he/she is supposed to deliver then enters what time he/she will come to pick them up. The delivery employee can also reject the delivery job. If he/she accepts the job, the system sends a message to the “MyBook” delivery handling employee about the time in which the delivery employee will come to pick up the books, then the process ends. If the delivery employee rejects the job, the system sends an alert to the “MyBook” Manger. The Manager assigns the job to another delivery employee and the process ends.</p>	<b>15</b>	<b>CO2</b>
Q 3	What are the benefits of BPI?	<b>15</b>	<b>CO2</b>

**SECTION-D**

Q	<b>Answer the following question. The question has to be attempted in Camunda software in BA Lab. Save the file with your SAP-ID</b>		
Q1.	<p>Create a BPMN diagram in Camunda for the below scanario.</p> <p>Every weekday morning, the database is backed up and then it is checked to see whether the "Account Defaulter" table has new records. If no new records are found, then the process should check the CRM system to see whether new returns have been filed. If new returns exist, then register all defaulting accounts and customers. If the defaulting client codes have not been previously advised, produce another table of defaulting accounts and send to account management. All of this must be completed by 2:30 pm, if it is not, then an alert should be sent to the supervisor. Once the new defaulting account report has been completed, check the CRM system to see whether new returns have been filed. If new returns have been filed, reconcile with the existing account defaulters table. This must be completed by 4:00 pm otherwise a supervisor should be sent a message.</p>	<b>30</b>	<b>CO3</b>

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2019**

**Program: MBA –BA**

**Subject (Course): Business Process Management**

**Course Code : DSBA 7007**

**No. of page/s: 3**

**Semester : II**


**Max. Marks : 100**

**Duration : 3 Hrs**

**SET 2**

**Instructions: Section A is of 20 Marks, Section B is of 20 Marks, Section C is of 30 Marks, Section D is of 30 Marks ( Section D is compulsory)**

**SECTION A**

S. No.	Mention True / False or Fill in the blanks against each question	Marks	CO
1	_____ Collection of related events, activities and decisions, that involve a number of actors and resources, and that collectively lead to an outcome that is of value to an organization or its customers.	2	CO1
2	BPM Aims to achieve breakthrough, for example by removing costly tasks that do not directly add value.	2	
3	Process redesign involves cost, quality, flexibility and time.	2	
4	The importance of the SIPOC is that it shows, in very simple terms, what the process accomplishes while identifying the key players.	2	
5	Swimlane Maps joins the steps into lanes or channels according to who does the activity.	2	
6	Lean Concept gives the opportunity to the company to increase the service level, while reducing the cost.	2	
7	 Indicates locations within a business process where the sequence flow can take two or more alternative paths.	2	
8	Flow analysis does not consider waiting times due to resource contention.	2	
9	Pareto Analysis cannot be considered as a technique for process analysis techniques.	2	
10	Over-Processing cannot be considered as waste.	2	

<b>SECTION B</b> <b>Answer any four of the following questions. Be brief in your answers.</b>			
Q 1	What is BPM?	<b>5</b>	<b>CO2</b>
Q 2	Create a simple SIPOC for ordering process.	<b>5</b>	<b>CO2</b>
Q 3	What is lean management?	<b>5</b>	<b>CO1</b>
Q 4	Define PDCA.	<b>5</b>	<b>CO1</b>
Q 5	What are Process Improvement Challenges?	<b>5</b>	<b>CO2</b>
<b>SECTION-C</b> <b>(Answer any two of the questions. Answer in points only)</b>			
Q 1	Mention the various purposes of process modelling.	<b>15</b>	<b>CO2</b>
Q 2	<p>The following paragraph depicts the activity of handling the delivery of books initiated by the delivery employee and mentioned in the “MyBook” scenario. Draw a Swimlane Diagram for the given activity.</p> <p>The process starts when the delivery employee logs in to the system. The system verifies his/her credentials. If correct, he/she can proceed otherwise he/she gets two other chances and after that the process ends. The delivery employee views all the books that he/she is supposed to deliver then enters what time he/she will come to pick them up. The delivery employee can also reject the delivery job. If he/she accepts the job, the system sends a message to the “MyBook” delivery handling employee about the time in which the delivery employee will come to pick up the books, then the process ends. If the delivery employee rejects the job, the system sends an alert to the “MyBook” Manger. The Manager assigns the job to another delivery employee and the process ends.</p>	<b>15</b>	<b>CO2</b>
Q 3	What are the benefits of lean management?	<b>15</b>	<b>CO2</b>

**SECTION-D**

Q	<b>Answer the following question. The question has to be attempted in Camunda software in BA Lab. Save the file with your SAP-ID</b>		
Q1.	<p>A sales force agent calls her insurance headquarters for issuing a loan request for a customer. She talks to one out of fourteen employees sitting around a conference table, who writes down the request on a piece of paper. Another employee takes this paper one floor up to the loan department, where a specialist types in the information into a computer system and checks the liability of the customer. This expert writes down the results of the liability check and hands it over to the next link in the chain: the contracting department.</p> <p>This department is responsible for customizing the standard loan contract for the customer. The department uses its own computer system. After having finished this work, an employee staples together the request form with the special conditions.</p> <p>As a next step, a clerk responsible for pricing enters the information into his spreadsheet software and calculates which interest rate applies to the customer. She notes this rate on a sheet of paper and hands it on together with the material from the other departments.</p> <p>Finally, a clerk creates a proposal and sends it back to the sales force agent via Federal Express.</p> <p>A. Create a BPMN diagram in Camunda. (20 Marks) B. What can be improved in this business process? What is the goal of such optimization? (10 Marks)</p>	<b>30</b>	<b>CO3</b>