

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN  
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)

Chromepet, Chennai - 600 044.

B.B.A - END SEMESTER EXAMINATIONS - APRIL 2025

SEMESTER - VI

**24UBAET6003- Managing Business Process Services**

Total Duration : 2 Hrs.30 Mins.

Total Marks : 60

### **Section B**

Answer any **SIX** questions ( $6 \times 5 = 30$  Marks)

1. Describe the components of process management.
2. Explain about the transaction monitoring cycle.
3. Classify about Business Metrics Vs. Operations Metrics.
4. Differentiate Business Process Services (BPS) with Traditional outsourcing.
5. Give a sketch on Business Processes outsourced to India.
6. Classify and relate Systematic Problem solving basics.
7. Explain Defects Management and classify Defect vs Defective.
8. Examine about SIPOC Fundamentals.

### **Section C**

Answer any **THREE** questions ( $3 \times 10 = 30$  Marks)

9. Explain about Business Process Management and relate about Internal customer Vs End User.
10. Describe Outsourcing Environment and explain the need for Outsourcing.
11. Examine Transaction monitoring cycle and Justify about Assurance.
12. Differentiate FPY & COQ. Explain about Standard Operating Procedures.
13. Examine Kano Model and Customer Expectations in Business Process Outsourcing.

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