UPES
UNIVERSITY WITH A PURPOSE

UNIVERSITY OF PETROLEUM & ENERGY STUDIES
Online Supp. Semester Examination, Dec., 2020

Course: Business Process Reengineering
Program: MBA -LSCM
Course Code: LSCM 8002

Semester : III
Time: 3 Hours
Max. Marks : 100

	SECTION A 1. **Each Question will carry 5 marks.** 2. **Instruction: Complete the statement / Select the correct answer(s)**	Marks	COs
S.No.	**Question**	**Marks**	**COs**
Q.1.	Fill in the blanks for the following questions. BPR was introduced by……………………………., CMMI Model has………………stages, Big Bang approach is also known as ………….approach, In Incremental approach risk is …………, TQM is an ………………approach.	5	CO1
Q.2.	Characteristics of a good product design are………………………., ……………………, ………………………	5	CO1
Q.3.	Write any two differences between TQM and BPR: i) ………………..,………… ii) ………………………….	5	CO1
Q.4	CMMI model has following stages: i)………………ii)……………iii)…………iv)………….v)…………..	5	CO1
Q.5	ISO 9001:2015 is applicable for………………..and OSHAS is used for……………………..	5	CO2
Q.6	You are supposed to identify the root causes of wastage in a manufacturing process of producing an electronic product. Which tools/techniques would you apply for the same, kindly mention any two tools/techniques.	5	CO3

S.No.	i)…………………………………….. ii)………………………………….		
	Section B 1. **Each carries 10 marks.** 2. **Instruction: Write short / brief notes**	**Marks**	**COs**
Q.7	Discuss BPR philosophy and Discuss critical success factors of Davenport's BPR methodology. Illustrate an example from e-commerce sector.	**10**	**CO1**
Q.8	Enumerate any five (5) alternative techniques of BPR. Define Benchmarking and discuss the application of benchmarking technique with any real life example from the industry or education sector.	**10**	**CO2**
Q.9	Briefly discuss the process of Method Study. How it is different than Work measurement? Discuss some real examples.	**10**	**CO2**
Q.10	How AI and ML are contributing to BPR? What challenges logistic companies facing in implementing AI in warehousing and transportation? Support your answer with live examples. OR Discuss the problems faced by 3 PL companies in distribution and storage of goods post COVID 19, how these companies can benefit from SAP MM/SD modules and Blockchain technology for resolving the current problems? Illustrate with examples from logistics sector.	**10**	**CO3**
Q.11	Discuss Waterfall Model and How social and technical design are significant for BPR methodology and bringing change in the organization? Describe with an example form industry.	**10**	**CO4**
	Section C 1. **Each question carries 20 marks** 2. **Instruction: Write long answer.**		
Q.12	**Problems and Challenges for PMS: How to Re-engineer Academic Model** There is a premier educational institution namely PMS (Progressive Management School) having approx. 2600 students offering 10 programmes in B.Tech with various specializations in engineering, 6 BBA and 4 MBA management programmes in the country located in a state capital of northern India, face to face pedagaugy has been practiced by the faculty for delivering the programmes. Enrolled students are mostly from outside the state, mainly from neighbouring states and 40% are females and rest are males. Most of		

	the batches have 50-60 students and institute used to operate during 9 am to 5 pm pre-covid 19. Total 40 rooms are used as classrooms, out of them 30 are 60 seater and 10 are 40 seater. There are two meeting halls of seating capacity of 40 persons each and an auditorium of 100 seating capacity. It has fully residential campus with double seated rooms. Under COVID 19 situation, all educational institutions are closed and not likely to commence operations earlier than August, 2020. In case, Lockdown opens in August and semester needs to start, how courses would be delivered? If you are hired as a management consultant by the institution, what academic model would you propose for delivering the courses to students. There are 40 full time faculty members, 15 visiting faculty and 25 non-teaching staff members. (Make assumptions, if required.) a) What critical success factors would you consider for delivering the courses with social distancing norms and which BPR methodology would you recommend for reengineering the processes and why? b) Briefly discuss the critical processes for planning and delivery of courses under pandemic, how would you bring change in the mindset of students to implement new academic model successfully?	**20**	**CO4**