

**M.E. DEGREE EXAMINATIONS: NOV/DEC 2010**

Third Semester

**INDUSTRIAL ENGINEERING**

IEE554: Business Process Re Engineering

**Time: Three Hours**

**Maximum Marks: 100**

**Answer ALL Questions:-  
PART A (10 x 2 = 20 Marks)**

1. What is meant by BPR?
2. What are the steps to be followed while redesigning of a process on BPR?
3. What is meant by goal approach?
4. Which approach succeeds in BPR launch, top down or bottom up? Why?
5. State the role and uses of activity maps?
6. What are steps to be followed while going for testing the new process?
7. Name some models of process improvement?
8. What is the role of IT in BPR?
9. What is meant by value stream model of the organization?
10. What are the roles of reengineering CZAR?

**PART B (5 x 16 = 80 Marks)**

11. a) Explain the four phases of re engineering process with suitable example?  
**(OR)**  
b) Explain the creativity vision, mission and guiding principle of business processes reengineering?
12. a) What are the approaches in BPR? Explain in detail about each of them.  
**(OR)**  
b) Explain the steps to be followed for developing yearly operational plan?
13. a) Explain the requirement for BPR implementation?  
**(OR)**  
b) Explain the tool for preparing activity or process maps?
14. a) Explain the edosomwan model and Moen and Nolan strategy for process improvement?  
**(OR)**  
b) Explain in detail about any two process tools and technologies in BPR?
15. a) Explain , how to build a process model of the organization?  
**(OR)**  
b) Explain the responsibilities and roles of the steering committee, process owner and reengineering?

\*\*\*\*\*