

M.E DEGREE EXAMINATIONS: OCTOBER/ NOVEMBER-2008

Third Semester

INDUSTRIAL ENGINEERING

P071EE04 Business Process Re-Engineering

Time: Three Hours

Maximum Marks: 100

Answer ALL Questions:-

PART A (20 X 1 = 20 Marks)

1. At which phase the identification of current business is consider
 - a) Preparing for change phase
 - b) Planning for change phase
 - c) Design change phase
 - d) Evaluating change phase
2. The natural peer-bonding relationship induce change in organization as a result of which Process
 - a) Two-way trust
 - b) Training
 - c) Adaptability
 - d) Peer consensus
3. What are the interrelated factors are needed to change an organizations effectively
 - a) Coordination
 - b) Commitment
 - c) Competencies
 - d) All of the above
3. In strategic planning which approach is most acceptable for developing the three-to-five-year strategic plan
 - a) Goal approach
 - b) Scenario approach
 - c) Critical-issues approach
 - d) Classical approach
5. In a re-engineering model the phase that consists of two-pronged approach to change is
 - a) Preparing for change phase
 - b) Planning for change phase
 - c) Design change phase
 - d) Evaluating change phase
6. A gap analysis is a comparison of
 - a) Internal with vision statement
 - b) External with mission statement
 - c) Internal with business-as-usual reviews
 - d) Internal, external and business-as-usual reviews with the vision and mission statement

7. Organizations focusing on short term planning is
- a) Operational plan
 - b) Strategic planning
 - c) Process planning
 - d) Product planning
8. SWOT analysis is undertaken for
- a) Operational plan
 - b) Strategic planning
 - c) Process planning
 - d) Product planning
9. RSC means
- a) Re-structuring committee
 - b) Re-engineering council
 - c) Re-engineering steering committee
 - d) Re-structuring council
10. Once critical process have been identified, the RSC and line management must identify
- a) Rate the process performance
 - b) Identify the preliminary opportunity
 - c) Method for tracking performance
 - d) All the above
11. Rating the performance of each process is used to improve the
- a) Effectiveness
 - b) Efficiency
 - c) Adaptability
 - d) All the above
12. At what step the potential organizational conflicts is identified for the establishing the process mapping project
- a) Identify process stakeholders
 - b) Create the project's mission and goals
 - c) Structure and select term members
 - d) Develop a work plan
13. Which step gives the guideline for future decision making in PMI leadership model
- a) Identify key leadership function
 - b) Identify improvement opportunity
 - c) Develop a mission statement
 - d) Share progress
14. Edosomwan production and service improvement strategy focuses on
- a) Elimination of bottlenecks
 - b) Reduction in wasted materials
 - c) Reduction in work-in-process inventory
 - d) All the above
15. The chart that shows the logical progression of charts and control points is
- a) Flow chart
 - b) Process chart
 - c) Integrated flow chart
 - d) product chart
16. The Moen and Nolan strategy used for
- a) Product improvement
 - b) Process improvement
 - c) Developing the organization
 - d) Developing the individual

17. Which model involves establishing a vision for the personal improvement?
- a) Quality journal model
 - b) PMI model
 - c) LMICIP model
 - d) NPRDC model
18. The person responsible for re-engineering a specific process is
- a) Process owner
 - b) Leader
 - c) Senior executive
 - d) Top management
19. The re-engineering Czars serve as
- a) The process owner's chief
 - b) Steering committee chief
 - c) The leader's chief
 - d) All the above
20. To succeed in Re-engineering we should
- a) Fix a product and change it
 - b) Fix the process instead of changing it
 - c) Fix the product instead of changing it
 - d) Fix a process and change it

PART-B (5 X 16 = 80 Marks)

- 21) a) Discuss the different phases of Re-engineering

(OR)

- b) Explain the four foundation blocks of work force preparation.

- 22) a) Discuss the various steps of create a vision, mission and guiding principles

(OR)

- b) Discuss the various steps when we develop a yearly operational plans.

- 23) a) Explain the various steps of identification of current business process with neat diagram.

(OR)

- b) Explain the various steps of the process-mapping project.

- 24) a) Briefly explain the various principles of Edosomwan production and service improvement model(PASIM)

(OR)

- b) Explain the various steps of Moen and Nolan strategy

- 25) a) Discuss the responsibilities and roles of

i) Re-engineering Team (4 marks)

ii) Steering committee (6 marks)

iii) Re-engineering Czar (6 marks)

(OR)

- b) Discuss the key points of succeeding at re-engineering.
