

**Z 6240**

M.E. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2006.

Elective

Industrial Engineering

IE 1671 — BUSINESS PROCESS RE-ENGINEERING

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

Define Business Process Re Engineering.

Differentiate structural change with cyclical change.

What are the three interrelated factors are needed to change on organization effectively?

Write a short note on Goal approach.

What is meant by cross functional process? Differentiate service with manufacturing processes.

What do you mean by repeatability of process?

Contrast between PMI and Edosomwan process improvement model.

List and analytical and process tools and techniques for BPR.

What is the role of global competition in organizational transformation and re-engineering efforts?

What are the underlying premises of BPR?

PART B — (5 × 16 = 80 marks)

11. (a) Explain how BPR is different from other related approaches such as continuous improvement and benchmarking.

Or

- (b) Explain with an example how you will develop a three to five year strategic plan.

12. (a) Explain the key cultural changes that are required in organizational transformation and re engineering efforts.

Or

- (b) Discuss the steps involved in developing break through plans.

13. (a) Describe the steps involved in mapping and analyzing the process.

Or

- (b) Describe six foundation criteria to be considered in developing measurement system to evaluate change.

14. (a) Explain the PDCA based NPRDC process improvement model.

Or

- (b) Explain the process improvement model which considers an organization as a network of linked processes run by internal producers and customers.

15. (a) Explain roles and responsibilities of Leader, Re-engineering team steering committee.

Or

- (b) What are the main reasons of failure of BPR projects? Explain how such failures are be minimized.
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