

# BPRB 03

19/10/2012

MMS-III  
(Operations)

Business Process Reengineering & Benchmarking.

Roll No.

Total No. of Printed Pages 2

Total No. of Questions

(Maximum Marks 60)

Duration (hrs.)

MMS (Ops)

**Note** - Answer any 8 questions from Question No. 1 to 10 and  
Answer any 4 questions from Question No.11 to 15 and  
Question No.16 is compulsory

No.	Questions	Marks
01	Explain Function, Process & Business Process Reengineering	4
02	Explain why there will be a shift from Vertical Structure to Horizontal Structure	4
03	Explain 3 forces (3 C's)	4
04	Explain three categories of companies that undertake reengineering	4
05	Reengineering is doing more with less – Explain	4
06	Explain the major differences between BPR & TQM	4
07	Explain BPR methodology steps	4
08	Explain Block Diagram, when to use Block Diagram, how to use Block Diagram	4
09	Explain Cycle Time & Takt Time	4
10	Explain 'Deductively' thinking and 'Inductive' thinking	4

11	Explain 5 phases of Benchmarking Process	5
12	Explain 'Whom to Benchmark'	5
13	How are processes prioritized in – 'What to Benchmark'	5
14	Explain the importance of Brainstorming in BPR	5
15	To Succeed in Reengineering – what to avoid? - Explain any 5 pitfalls	5
16	Explain on how you will enable role of IT in BPR OR Explain 'Vision' in Embarking on Reengineering OR How will you go about choosing a process to reengineer? Explain with 3 symptoms & Disease	8