



Name:  
Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, December 2022**  
**SET 1**

**Course: Business Process Management**  
**Program: MBA BA**  
**Course Code: DSBA8013**

**Semester: III**  
**Time : 03 hrs.**  
**Max. Marks: 100**

**Instructions:**

**SECTION A**  
**10Qx2M=20Marks**

S. No.		Marks	CO
Q 1	Attempt all questions. Mention True / false		
A.	BPM is a set of methods, techniques, and tools to identify, discover, analyze, redesign, execute, and monitor business processes in order to optimize their performance	2	CO1
B	BPM may not provide a natural ground for bridging IT and business, because many IT projects in enterprises are ultimately aimed at improving a business process	2	CO1
C	BPR puts into question the fundamental assumptions and principles of the existing process structure	2	CO1
D	Business Process Design is a deductive approach	2	CO1
E	In BPM System engineers are involved in process redesign and implementation	2	CO1
F	In BPMN Associations cannot be directional to indicate read or write access.	2	CO1
G	An exclusive event-based gateway, the decision is made based on whichever the associated intermediate event occurs first.	2	CO1
H	In business process redesign of existing process, low-level map should be created.	2	CO1
I	Conceptual process designs need to be tested before they are implemented in full scale.	2	CO1
J	Compared to pilot projects simulation is faster and cheaper	2	CO1

<b>SECTION B</b>			
<b>4Qx5M= 20 Marks</b>			
	Attempt any <b>four</b> questions		
Q 2	Define fork and join in the parallel gateway in BPMN	<b>5</b>	<b>CO2</b>
Q3.	Why 5W2H Framework is important	<b>5</b>	<b>CO2</b>
Q4.	How do you measure cycle time efficiency	<b>5</b>	<b>CO2</b>
Q5	Mention the typical components of cost	<b>5</b>	<b>CO2</b>
Q6	Where balance score card could be used.	<b>5</b>	<b>CO2</b>
<b>SECTION-C</b>			
<b>3Qx10M=30 Marks</b>			
	Attempt any <b>three</b> questions		
Q7	Mention the steps of Simulation Based Framework for BPD Projects	<b>10</b>	<b>CO3</b>
Q8	For an organization minimum waste in business process is important, highlight the wastes which should be usually tracked and reduced	<b>10</b>	<b>CO3</b>
Q9	Mention the steps to Identify performance measures	<b>10</b>	<b>CO3</b>
Q 10	<p>Suggest and create the appropriate gateway for the following scenario</p> <p>A student takes an SAT examination. If the student scores under an 800 (the possible scores range from 200 to 1600), the student will enroll in an expensive class to improve his test score – and then retake the exam. If the student performs moderately, he will read a low-cost book designed to help him improve his score – and then retake the exam. If the student scores above 1000, he will immediately attend university</p>	<b>10</b>	
<b>SECTION-D</b>			
<b>2Qx15M= 30 Marks</b>			
Q	Attempt all the question		
Q 12	Create an Issue Register structure with example.	<b>15</b>	<b>CO4</b>
Q 13	<p>Develop a BPMN Chart for the following scenario</p> <p>The Customer Service Representative sends a Mortgage offer to the customer and waits for a reply. If the customer calls or writes back declining the mortgage, the case details are updated and the work is then archived prior to cancellation. If the customer sends back the completed offer documents and attaches all prerequisite documents then the case is moved to administration for completion. If all pre-requisite documents are not provided a message is generated to the customer requesting outstanding documents. If no answer is received after 2 weeks, the case details are updated prior to archive and cancellatiion</p>	<b>15</b>	<b>CO4</b>