

- (2) Attempt any **four** questions from the remaining **six** questions.
(3) Assume any **suitable** data if **required**.
(4) **Figures** to the **right** indicate **full marks**.

B-E (M) III Rev Business Process Reengineering
2011/12 (20)

1. Solve any two of the following

- A) State the guidelines for Effective Leadership in BPR Team Building context.
B) Explain role of leader in solving the common 8 problems of BPR Team.
C) Explain the various TQM tools with suitable examples.
D) List the key success factors for BPR implementation and explain them with examples

2. Write the short note on any four of the following : (20)

- BPR implementation in Indian manufacturing industries: scenario and your creative suggestions
- BPR implementation in Indian fast moving consumer goods industries: scenario and your creative suggestions
- BPR implementation in Indian education system : scenario and your creative suggestions
- BPR implementation in Indian agricultural industries: scenario and your creative suggestions
- BPR implementation in Indian health management system: scenario and your creative suggestions.

3. A) Discuss the issues covered in project budget in BPR (10)

B) Write a note on BPR implementation in Indian banking organizations: scenario and your creative suggestions. (10)

4. A) What do you mean by business process? State and explain the Input variables, desirable outcomes, transforming process with respect to business process of any sector (e.g. chemicals manufacturing) (10)

B) Write a note on BPR implementation in Indian Service organizations (like Indian suburban local train service in Mumbai): scenario and your creative suggestions. (10)

5. A) Explain the terms 'selection of BPR consultant and the role of BPR consultant.' (10)

B) Explain the following terms with reference to BPR (10)
o Role of IT
o Myths of BPR.

6. A) Write the note on BPR project planning. State the guidelines for effective project planning (10)

B) Explain the 20 redesign principles. (10)

7. A) List the various BPR implementation Methodologies and compare them. (10)

B) Explain the Crosby's 14 steps for TQM implementation. (10)