Con. 2945–09. *Bui's* Business Process Reengineering VR–4692

(3 Hours) [Total Marks : 100]

MASTER

N.B. : (1) Question No. **1** is **compulsory**.

     (2) Attempt any **four** from the remaining **six** questions.

     (3) **Figures** in **right** indicate **full** marks.

     (4) Assume any **suitable** data of **required**.

1. Write short notes on any **four** :—   20
   - (a) Differentiate between BPR and TQM.
   - (b) Key Performance Indicators (KPI)
   - (c) Czar of Re-engineering
   - (d) Selection of right team
   - (e) Selection of consultants.

2. (a) Explain 'Change Management', its needs and procedure in brief.   10
   - (b) Explain various TQM tools generally used.   10

3. (a) Explain the steps of BPR implementation.   10
   - (b) Enumerate various reasons of failure of most of BPR projects.   10

4. (a) Explain BPR implementation which can be possible in Engineering education   10
      enhance the quality.
   - (b) Explain different 'Myths' of BPR.   10

5. (a) Explain different Redesign Principles.   10
   - (b) Explain how to analyze or assess a re-engineering process.   10

6. (a) Explain preparation of Budget in BPR.   10
   - (b) Explain the steps for selection of proper team in BPR.   10

7. (a) Explain the role of Information Technology (IT) in BPR.   10
   - (b) Explain the guidelines of effective leadership in BPR Team Building.   10

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