

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA - SEMESTER-III • EXAMINATION – WINTER • 2014****Subject Code: 2830403****Date: 11-12-2014****Subject Name: Business Process Reengineering (BPR)****Time: 10:30 am - 01:30 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Write similarities and differences of process reengineering with business reengineering. **07**
- (b) What are the steps involved in lean manufacturing implementation? **07**
- Q.2** (a) Define ERP. Explain some major characteristics of ERP and also list some well-known vendors of ERP **07**
- (b) Discuss in detail the areas generating barriers to Business Process Reengineering **07**
- OR**
- (b) Draw and explain the flowchart for process reengineering. **07**
- Q.3** (a) What are the common steps to perform BPR implementation? **07**
- (b) What are the threads of BPR in various phases? Explain with suitable diagram. **07**
- OR**
- Q.3** (a) Explain the various Tools and Technologies that aid BPR. **07**
- (b) Explain ISO standards and TQM in detail. **07**
- Q.4** (a) Describe the changing role of management under the traditional functional approach and the process approach **07**
- (b) What are the seven principles of reengineering? **07**
- OR**
- Q.4** (a) What is the relationship between BPR and information technology? **07**
- (b) Explain the reason for BPR project failure and success **07**
- Q.5** (a) Write briefly about Business process reengineering and performance improvement. **07**
- (b) Explain some common business processes in an organization. **07**
- OR**
- Q.5** (a) What are the factors that differentiate winning and losing teams? **07**
- (b) Explain factors to be considered for successful ERP implementation. **07**
