



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.Sc. DEGREE EXAMINATION – STATISTICS**

SECOND SEMESTER – APRIL 2018

**CO 2107- BUSINESS PROCESS AND MANAGEMENT**

Date: 28-04-2018  
Time: 01:00-04:00

Dept. No.

Max. : 100 Marks

**SECTION – A**

**Answer ALL questions**

**( 10 x 2 = 20 )**

- 1) What are the activities involved in 'purchasing'?
- 2) What is ERP?
- 3) Who is responsible in managing the change?
- 4) What is Human Capital Inventory?
- 5) What are costs involved in the implementation of ERP?
- 6) What is Trading Community Architecture?
- 7) What is Cycle Counting?
- 8) What are the two activities of Value chain?
- 9) What is customer relationship management?
- 10) What is Business Process Re-engineering?

**SECTION – B**

**Answer any FOUR questions**

**( 4 x 10 = 40 )**

- 11) What are the important functions of the material management?
- 12) Bring out the problems connected to Sales Order Processing.
- 13) What are the advantages of Sales and Marketing ERP Software?
- 14) Identify the problems encountered with Human resources.
- 15) Explain the various dimensions of Business Process Integration in ERP.
- 16) What are the benefits of Bank Account Model of TCA?
- 17) Bring out the salient features of Lot Control.

**SECTION – C**

**Answer any TWO questions**

**( 2 x 20 = 40 )**

- 18) Explain in what way the Human Resources is supportive to the business process.
- 19) Give a brief account of the various stages of Change Management.
- 20) Explain the major components of TCA Models.
- 21) How ERP supports to Accounting and Finance functions?

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