



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Sc.DEGREE EXAMINATION –STATISTICS

SECOND SEMESTER – APRIL 2019

CO 2107– BUSINESS PROCESS AND MANAGEMENT

Date: 11-04-2019
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

SECTION – A

Answer ALL questions

(10 x 2 = 20)

- 1) What do you mean by Material Management?
- 2) What is the role of Sales and Marketing in a business enterprise?
- 3) What is Quality Management System?
- 4) Who is responsible in managing change in an organisation?
- 5) What is Human Capital Inventory?
- 6) What is ERP?
- 7) Who are the participants in a community related to organization?
- 8) What do you mean by General Ledger Module?
- 9) Bring out the salient features of Serial Control.
- 10) What do you mean by Cycle Counting?

SECTION – B

Answer any FOUR questions

(4 x 10 = 40)

- 11) Bring out the functions of Material Management.
- 12) Identify the problems connected to Sales Order Processing.
- 13) Explain various forces that lead to change?
- 14) Give a brief account of the role of IT in Human Resource Management.
- 15) Identify business benefits of ERP.
- 16) Draw TCA Data Model and explain.
- 17) Why finance is important to business organization?

SECTION – C

Answer any TWO questions

(2 x 20 = 40)

- 18) Bring out the importance of CRM software and its support to ERP.
- 19) Explain in what way Human Resources is supported by Business process?
- 20) Outline the Management Control Processes in Accounting.
- 21) Bring out the various functionality of Cash Management module.
