

Total No. of Questions : 08] [SET-A] [Total No. of Printed Page : 01

**FINAL EXAMINATION – JULY 2017**  
**MASTER OF BUSINESS ADMINISTRATION (MBA)**

**Second Year - Third Semester**  
**(IT Group)**

**3MBA - 11**

**Business Process Reengineering**

**Time : 3 Hours**

**Max Marks : 70**  
**Min. Marks : 28**

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**Note :** Attempt any five questions. All questions carry equal marks.

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- Q.1. Describe the key principles of BPR. Discuss about the Indian scenario of implementing BPR.
- Q.2. How will you apply the BPR to an organisation to improve its performance? Discuss the steps involved in it.
- Q.3. List the various computer applications that involve the BPR.
- Q.4. How can we use BPR during the development of packaged software such as ERP? Explain.
- Q.5. What is change management? What are the problems in change management?
- Q.6. Explain briefly the concept of Business Intelligence. How is it applied to Information Technology solution of an enterprise?
- Q.7. What are the different phases during ERP implementation? Explain. How does it differ from traditional Software Development Life Cycle?
- Q.8. Write a short note on: (Any Two)
- (i) Reengineering
  - (ii) Process Mapping
  - (iii) Benchmarking

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