



GL BAJAJ

Institute of Management & Research

Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

Roll No.....

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) – 201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2018 - 20)

MID TERM EXAMINATIONS (TERM – VI)

Subject Name: Business Process Re-engineering

Time: 01.30 hrs

Sub. Code: PGO 10

Max Marks: 20

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section A carries 1 Case Study of 8 marks. Section B carries 3 questions of 2 marks each and Section C carries 2 questions of 3 marks each.**

SECTION - A

04+04 = 08 Marks

Q. 1: Case Study:

There are many ways of managing change. Few organizational changes are complete failures, and few are entirely successful. The management of change draws from psychological, behavioral, political, social and culture dimensions, many of which may be conflicting. A realization that change is the result of competition between driving and restraining forces is evident in much of the literature. Lewin noted some forces drive change whilst others resist change. A change agent is required to facilitate change, to manage the restraining forces, and to drive change through. The change is required to understand change as a phenomenon, identify the key emotional reactions associated with change, such as resistance, and know how to manage change in a positive manner. Kotter contends that both leadership and management skills are required to effectively and positively manage change, particularly in a volatile environment. He further argues that the change process is deductive; it is about managing complexity and is often undertaken in order to prevent a more chaotic reality than that presently in force. If change is approached with a certain level of excitement and enthusiasm, it will create opportunities that will make patients' lives better. However, change is often introduced without due regard for the realities of individual areas of health care practice. Some managers may not have an insight into the effect of the change on the lives of individuals or realizations that even minor change may have unintended consequences for the individual and the organization. Most resistance to change occurs not because of the proposed change, but as a result of individual perceptions of expected outcomes due to the change and on how this is likely to impact on their lives. Therefore, an accurate assessment of the

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environment, both internal and external to the organization, is required prior to the change, thus preventing negative consequences for individuals.

- (i) Why there is a need of change?
- (ii) With reference to your company, what changes you prefer?

SECTION - B

02×03 = 06 Marks

- Q. 2: What is meant by “business Process Reengineering (BPR)”? State the benefits of BPR.
- Q. 3: List out any Four common pitfalls faced while implementing BPR.
- Q. 4: “Some people have said that both TQM and Reengineering are the same, while others have argued that they are incompatible” comment on this statement?

SECTION - C

03×02 = 06 Marks

- Q. 5. Explain how Business Process Reengineering helps in competition, customer care and quality management.
- Q. 6. What do you mean by business process? State and explain the input variables, desirable outcomes, transforming process with respect to business process of automobile industry.