

G L Bajaj Institute of Management and Research

PGDM Batch

Academic Session 2022-23

Mid Term Quiz

Batch: 2021-23

Subject Name: BPRE

Subject Code: PGO-52

Name of Student:

Maximum Marks: 20

Marks Obtained:

Note:

1. Writing anything except Roll Number on Quiz paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.
2. There is no negative marking for wrong answer.
3. Tick mark the correct answer.

S.No.	Question	Correct Answer	Marks	Answer Choices	Answer Choices	Answer Choices	Answer Choices	CO	Bloom's Taxonomy Level
				A	B	C	D		
1	'IS' in BPR stands for	B	0.5	Intelligence Services	Information Systems	Internal Services	International Sales	CO1	L1, L2
2	Modern Companies manage their supply chains through _____	C	0.5	Transportation modes	Competitors	Information Technology	Internet	CO1	L1, L2
3	Reverse logistics is required because	D	0.5	goods are defective	goods are unsold	the customer simply change their minds	all of the above	CO1	L1, L2
4	Fundamental Rethinking means	C	0.5	Continuous Improvement	Drastic Improvement	Clean Slate Approach	none of the above	CO2	L1, L2
5	Which of the following is the best explanation of business process reengineering?	D	0.5	Redesigning the organizational structure of a business	Redesigning workflow	Redesigning products	Transformation of business processes for more effective achievement of business Goals	CO2	L1, L2
6is measure of the quantity of output per unit of input.	A	0.5	Productivity	Sociability	Marketability	Inseparability	CO1	L1, L2
7	Intermediaries play an important role in matching	A	0.5	supply and demand	dealer with customer	manufacturer to product	information and promotion	CO1	L1, L2
8	Value Chain Model was proposed by	C	0.5	Icarus	Peter Drucker	Michael Porter	none of the above	CO1	L1, L2
9	Radical Redesign is closely related to	D	0.5	Information Systems	Internal Services	Drastic Improvement	No relation with the past	CO2	L1, L2
10	Henry Ford is noted for his contributions to	C	0.5	Quality control	Scientific management	Assembly line operations	Standardization of parts	CO1	L1, L2
11	Why do we do what we do? - This philosophy is closely related to	C	0.5	Radical Redesign	Dramatic Improvement	Fundamental Rethinking	Change	CO1	L1, L2
12	Standardization of Processes is difficult	C	0.5	It depends	FALSE	TRUE	none of these	CO1	L1, L2
13	The objective Radical Redesign is to address	C	0.5	competitiveness	market-dominance	Both (a) and (b)	none of these	CO1	L1, L2
14	Value is the cost directly proportionate to	B	0.5	Price	Function	Product Material	All of the above	CO1	L1, L2
15	Process selection is primarily considered during	C	0.5	Leading	Organizing	Planning	Controlling	CO1	L1, L2

16	Outsourcing is _____?	C	0.5	Only related to manufacturing operations.	The same as a make-or-buy decision.	Moving the production of goods or services from in-house to an external supplier.	Setting up a supplier of a new product or service	CO1	L1, L2
17	High Attrition Rate depends on	D	0.5	employee satisfaction	motivation	leadership	all the above	CO1	L1, L2
18	Site Selection decision	A	0.5	Micro Decision	Macro Decision	neither (a) or (b)	all the above	CO1	L1, L2
19	Technology choices seldom affect:	A	0.5	Union activity	Productivity	Costs	quality	CO1	L1, L2
20	Signs, Symbols and artefacts represents	A	0.5	rules of behavior	Direction	whereabouts	none of the above	CO2	L1, L2
21	How suppliers create pressure?	D	0.5	Demand for higher prices.	Challenges in getting good quality product.	Labor skill or workforce skill: a very important supply resource in service industry.	all the above	CO1	L1, L2
22	Security means	A	0.5	to protect the assets	drive the parameters of service design	adaptable to changing customer and environment conditions	none of the above	CO1	L1, L2
23	To manage increased demand	C	0.5	Range	Growth Strategy	Expansion Strategy	none of the above	CO1	L1, L2
24	Demographics means	A	0.5	statistical data relating to the population and particular groups within it	Change in logistics	Change in production technology	none of these	CO1	L1, L2
25	Which cannot be the step of BPR Project	A	0.5	Location Identification	Redesign of Processes	Project Preparation	Implementation of New Processes	CO1	L1, L2
26	BPR helped IRCTC in	D	0.5	Improving Reservation System	Queue Management	Dynamic Pricing	all the above	CO1	L1, L2
27	"Process performance is not measured" - It is related with which of the 4I's...	D	0.5	Ill Conceived	Ignored	Inconsistent	Invisible	CO1	L1, L2
28	moving a process from an 'As-is' state to a 'To-be' state	D	0.5	Radical Redesign	Dramatic Improvement	Fundamental Rethinking	Visualizaion	CO1	L1, L2
29	BPR plus IT is called	B	0.5	Business Processes	Business Engineering	Layout	none of the above	CO1	L1, L2
30	Issues related with Process Redesign	D	0.5	Lack of Motivation	Lack of Knowledge	Lack of Innovation	all of the above	CO1	L1, L2
31	It is reviewing current processes and then making the relevant improvements	B	0.5	Business Processes	Systematic Redesign	Fundamental Rethinking	none of the above	CO2	L1, L3
32	Processes often unmanaged and rarely updated	B	0.5	Ill Conceived	Ignored	Inconsistent	Invisible	CO1	L1, L2
33	_____ is the most common operating system for running CRM software.	C	0.5	Windows XP	Windows Vista	UNIX	none of the above	CO1	L1, L2
34	BPR Failures are due to	D	0.5	Isolated Activity	High Costs	Poor Timing	all the above	CO2	L1, L3
35	Processes and policies are developed piecemeal and informally rather than designed as a whole	A	0.5	Ill Conceived	Ignored	Inconsistent	Invisible	CO1	L1, L2
36	What is the term for forcing people to accept change?	C	0.5	Conditioning	Organizational Change	Coercion	Cohesion	CO2	L1, L3
37	A set of linked activities that adds value to the process to create an effective output	B	0.5	Business Processes	Process Focus	Fundamental Rethinking	Systematic Redesign	CO1	L1, L2
38	What is at the heart of any ERP system?	D	0.5	Information	Employees	Customers	Database	CO1	L1, L2
39	Jobs, measures and infrastructure are not aligned with the current process	C	0.5	Ill Conceived	Ignored	Inconsistent	Invisible	CO2	L1, L3
40	It is low in cost with problem at the design stage rather than at the execution stage	A	0.5	Radical Redesign	Dramatic Improvement	Fundamental Rethinking	Change	CO1	L1, L2