

*Instructions:*

- Q. 1 is compulsory.
- Attempt any **THREE** questions from the remaining questions
- Assume suitable data wherever necessary
- Figures to the right indicate full marks.

- Q.1 Write short notes on. **(Any Four)**. 20
- a. Myths about BPR
  - b. Role of consultant in BPR
  - c. Key differences of BPR with TQM
  - d. Success factors in BPR
  - e. Benefits of reengineered processes
- Q.2 a. Describe the various teams, committees, and individuals that play a role 10  
in the BPR methodology. What is the role of each?
- b. Describe the changing role of management under the traditional 10  
functional approach and the process approach.
- Q.3 a. What are the reasons of BPR failure? How to minimize the failures in 10  
BPR project?
- b. What are the uncertainties and obstacles faced by a process owner and 10  
his or her team members during the implementation of BPR.
- Q.4 a. What are the professional competencies and personal attributes of 10  
process owners and reengineering team members?
- b. What is the relationship between BPR and Information Technology? 10  
Explain.
- Q.5 a. Explain twelve redesign moves in BPR. Explain the steps for the 10  
implementation of BPR in the educational institution.
- b. Is BPR study a project? If yes, discuss the issues to be covered in project 10  
preparation. If not, justify.
- Q.6 a. Enlist the enablers of BPR in manufacturing industry. Explain any two of 10  
them.
- b. What are benefits of reengineered process? Why is it necessary to 10  
quantify the benefits of reengineered processes? Explain.

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