

(3 Hours)

Marks : 80

Instructions:

- Question No.1 is compulsory and Answer 3 Questions remaining 5 Questions.
- Assume suitable data wherever necessary
- Concepts explanation with suitable case study justification
- Diagram and sketches explanations are right to reserve full marks

Q.1 Answer the following Questions (Any four)

- Drivers of BPR
- Role of IT in BPR
- List out benefits of BPR
- BPR Project planning stage
- Budget preparation in BPR

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Q.2

- What is change management? What are problems facing in change management?
- State the guidelines for effective leadership in BPR team building context.

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Q.3

- Describe the various teams, committees, and individuals that play a role in the BPR methodology. What is the role of each?
- Explain the Crosby's 14 steps for TQM

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Q.4

- Explain BPR project process performance measuring templates with case study?
- Explain how do you select and work with consultant in the BPR project?

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Q.5

- Explain the Myths of BPR with case study analysis.
- Discuss the issues covered in project budgeting costs involves in BPR project?

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Q.6 Answer Any Two.

- List key success and failure factors of BPR implementation and explain the causes of success and failure of BPR project
- Briefly explain what are the factors considering BPR implementation in business organizations
- Explain BPR Team members in the context of roles and responsibilities and qualities and qualification

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