NATIONAL SCHOOL OF BUSINESS MANAGEMENT

BSc in Management Information Systems (Special) (NSBM)– 19.2/20.1

BSc (Hons) Management Information Systems (UCD)– 19.2/20.1

2nd Year 2nd Semester Examination

29 October 2021

IS204.3 – Business Process Management

Instructions to Candidates

1) **Answer all questions**

2) **Time allocated for the examination is five (05) hours (Including downloading and uploading time)** . (Note: **No email submissions are accepted under any condition.)**

3) Weightage of Examination: 60% out of final grade

4) Download the paper, provide answers to the selected questions in a word document.

5) Please upload the document with answers (Answer Script) to the submission link before the submission link expires

6) Answer script should be uploaded in PDF Format

7) Under any circumstances E-mail submissions would not be taken into consideration for marking. Incomplete attempt would be counted as a MISSED ATTEMPT.

8) The Naming convention of the answer script – Module Code_Subject name_Index No

9) You must adhere to the online examination guidelines when submitting the answer script to N-Learn.

10) Your answers will be subjected to Turnitin similarity check, hence, direct copying and pasting from internet sources, friend's answers etc. will be penalized.

Question 01. **(25 marks)**

"COMPUTER WORLD" is a reputed computer wholesale company which has been in operation for the last 15 years in Sri Lanka. Currently, they have a manually operated after sales management process. as described below in detail.

As soon as an invoice is received by the sales officer, it needs to be checked for mismatches. The check may result in either of these three options:

 i) there are no mismatches, in which case the invoice is accepted.
 ii) there are mismatches, but these can be corrected, in which case the invoice is re-sent to the customer; and
 iii) there are mismatches, but these cannot be corrected, in which case the invoice is blocked.

In all three instances, invoice database will be updated with the outcome. If the invoice is accepted, the sales manager will approve it for payment. Then, the payment processing sub process will be started by the Finance Department. In other two incidents, a feedback report will be created by the salesclerk and then the invoice will be parked.

The newly appointed CEO of COMPUTER WORLD plans to redesign the sales management process with the expectation of improving the customer satisfactory level. COMPUTER WORLD has offered this BPM project to PROBPM consultancy group.

With respect to the above process, answer the following questions:

1. Who are the actors in this process? (03 marks)
2. Identify the data objects of this scenario. (02 marks)
3. Model the as-is process of the above scenario using the BPMN 2.0 standards.
   (20 marks)

Question 02. **(25 marks)**

Imagine you are assigned to a team that conducts a BPM project to enhance the procurement process of a manufacturing organization. Your team has decided to follow the traditional BPM lifecycle for this project. Answer the following questions based on the activities that you and your team will be involved.

1) List the stages of BPM lifecycle. (06 marks)
2) Discuss how you are performing the steps identified in part 1 for this project. You should discuss the methods that you follow and outcomes that you expect to deliver in in each step within your answer. (19 marks)

Question 03. **(25 marks)**

3) Briefly explain three (03) business processes that you would find in a library. (06 marks)
4) Select one business process out of the processes identified in part 1. List down the core processes, support processes, and management processes (two processes each) related to the selected business process. (06 marks)
5) Describe what are the main components that you should cover when defining the scope of a business processes in an organization. (05 marks)
6) Define the scope of one (01) business process that you identify in part 1. (08 marks)

Question 04. **(25 marks)**

COMPUTER WORLD recently lost several customers due to complaints about poor customer service.

About 2% of customers complained about errors that had been made in their sales process. On one occasion, a customer had requested a change to the number of computers in the order. The clerk wrote an e-mail to the customer suggesting that the change had been made. However, it later turned out that the amended order had not been confirmed in the system. As a result, the customer had received an incorrect invoice. Similar problems had occurred when receiving the computers: the customer had asked for certain dates, but the items had been delivered with several weeks delay.

Additionally, customers complained of the long times it took to get responses to their requests for quotes. In most cases, employees of COMPUTER WORLD replied to requests for quotes within 2–4 working hours, but in the case of some complicated quotations (about 10% of the requests), it took them up to 2 days.

1) For each of these business processes, identify which performance measure should the COMPUTER WORLD improve. Justify your selections. (13 marks)

2) COMPUTER WORLD receives on average 60 customers per day (between 10:00 and 22:00). During peak times (12:00-15:00 and 18:00-21:00), the restaurant receives around 36 customers in total, and 09 customers can be found in the restaurant (on average) at a given point in time. At non-peak times, the restaurant receives 24 customers in total, and 03 customers can be found in the restaurant (on average) at a given point in time.
   a. What is the average time that a customer spends in the restaurant during peak times? (06 marks)
   b. What is the average time that a customer spends in the restaurant during non-peak times? (06 marks)

END OF THE PAPER