

National College of Ireland

BSc (Hons) in Business Information Systems, Full-time, Year 4 – BSHBIS4
BSc (Hons) in Business Information Systems (Evening), Year 4 – BSHBISE4
BA (Hons) in Technology Management, Full-time, Year 1 – BAHTM1

August / Repeat Examinations – 2012/2013

Monday 12th August, 2013
10.00am – 12.00pm

Business Process Engineering

Mr. Tom Nolan
Dr. Thomas Newe
Mr Oisín Cawley
Mr Ron Elliott

Answer question one and Two other questions. Question 1 is compulsory

Duration of exam: Two Hours

Attachments: None

Question 1 (Compulsory):**[40 marks]**

Describe in detail the steps involved in the Business Process Management Life Cycle.

(30 Marks)

(b) Briefly describe Business Process Engineering

(5 Marks)

(c) Explain why Business Process Re-Engineering has been described as a “*Major Undertaking*”

(5 Marks)

Question 2:**[30 marks]**

Giuseppe Pizza's is a large established Pizza company delivering to customers in the central Dublin area. Their products are of a very high quality and very popular with customers.

Demand is growing especially on Friday and Saturday evening. In recent weeks there have been a number of complaints from customers about late delivery and the owner has asked you to investigate the possible causes contributing to the delays. Prepare a “Cause and Effect” diagram to present to the owner and the management team.

Question 3:**[30 marks]**

(a) The McKinsey 7S model can be used in a wide variety of situations where an alignment perspective is useful. Briefly describe three situations where the 7S model is useful.

(6 Marks)

(b) Using an appropriate diagram describe in detail the McKinsey 7S model.

(24 Marks)

Question 4:**[30 marks]**

(a) Briefly explain Supply Chain Management.

(6 Marks)

(b) e-Procurement, the use of the Internet to organize purchasing, has become an integral element of Supply Chain Management. Briefly describe four benefits of e-Procurement.

(8 Marks)

(c) Describe four factors for rating suppliers on each of the following:

(i) Their short-term ability.

(ii) Their longer-term ability to supply.

(16 Marks)