

Assignment 11

Total Marks: 30

- Q. 1. Short Questions (14)
- I. What is business process management?
 - II. What is a vision? and what does it enable us to do?
 - III. What is the design phase in business process management?
 - IV. What is process mapping? and what is its purpose?
 - V. What is 'what if analysis' and how it is performed?
 - VI. What is process mining? How does process mining help the businesses?
 - VII. What is six sigma approach and what is the difference between six sigma and lean sigma approaches?
- Q.2. Discuss in details how enterprise content management system works? What is the role of ECM in business process management? (4)
- Q.3. How a vision is created and why are visions important? (3)
- Q.4. Discuss in detail the steps involved in design testing. (3)
- Q.5. What is the difference between workflow and work flow engine? Outline the steps involved in implementing a work flow engine. (3)
- Q.6. What is the optimising phase in business process management? (3)