



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Sc. DEGREE EXAMINATION – STATISTICS

SECOND SEMESTER – APRIL 2022

UCO 2301 – BUSINESS PROCESS MANAGEMENT

(19 & 20 BATCHES)

Date: 27-06-2022

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

PART – A

Answer ALL questions:

(10 x 2 = 20 Marks)

1. Who is a Sole trader?
2. What do you mean by Unlimited Liability?
3. Define Partnership.
4. List out any four Cooperative Societies in India.
5. What is meant by Financial Management?
6. Write a note on CRM.
7. Enlist the functions of Production department.
8. Distinguish between Cash Discount and Trade Discount.
9. What is meant by digital marketing?
10. Highlight the any two importance of Business Process Management.

PART – B

Answer any FOUR questions:

(4 x 10 = 40 Marks)

11. Bring out any five types of business operated by the Sole Traders.
12. How do you classify partners? Explain.
13. Specify the advantages and disadvantages of e-HRM.
14. What are the functions of Purchases department?
15. Highlight the evolution of ERP system.
16. Indicate and explain the importance of financial management.
17. Give an account of ERP in Sales and Marketing.

PART – C

Answer any TWO questions:

(2 x 20 = 40 Marks)

18. Enumerate the challenges faced by the Sole Traders during the pandemic period.
19. Describe the characteristic features, advantages and disadvantages of a Partnership firm.
20. Explain the sub-sets of Human Resources Information System.
21. Discuss the features, merits and demerits of Cooperative Societies.
