



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G. DEGREE EXAMINATION – ALLIED

SECOND SEMESTER – APRIL 2023

UCO 2301 – BUSINESS PROCESS MANAGEMENT

Date: 10-05-2023

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A – K1 (CO1)

(10X1=10)

Answer ALL Questions

1. Answer ALL questions in one or two sentences each

- Recall what you mean by a Sole Trading Concern.
- Retrieve and write about e-CRM?
- Define Partnership Firm.
- Quote any two differences between Bank Overdraft and Bank Loan.
- Classify the different types of Assets.

2. Fill in the blanks

- The liability of Equity Shareholders is _____
- The minimum number of Partners in a Firm is ____
- One-man one-vote is the unique feature of _____
- Bills Payable is a _____ liability
- Land is a _____ Asset.

SECTION A – K2 (CO1)

(10X1=10)

3. Match the following

- Sales Department - Fixed Asset
- R & D Department - Long-term Liability
- Machinery - Profit Centre
- Preference Share Capital - Partnership
- LLP - Cost Centre

4. True or False

- IPO means Indian Public Offer.
- Stock is a Current Liability.
- Bonus Shares are issued at discount.
- Q1 begins on January 1st of every year.
- Bank Overdraft is a long-term liability.

SECTION B – K3 (CO2)

Answer any TWO of the following in 150 words

(2 x 10 = 20)

5. Explain the major components of ERP.
6. Illustrate and explain the advantages of ERP in finance.
7. Describe the functions of the HR Department.
8. Write down any five sources of recruitment.

SECTION C – K4 (CO3)

Answer any TWO of the following in 150 words

(2 x 10 = 20)

9. Explain the functions of the Purchase Department.
10. Classify and explain the tools and techniques used to control materials.
11. Bring out the importance of e-CRM software.
12. Analyse the usage of data in HR.

SECTION D – K5 (CO4)

Answer any ONE of the following in 250 words

(1 x 20 = 20)

13. Evaluate the features, merits, and demerits of a Partnership firm.
14. Summarise the key mechanism of HRIS.

SECTION E – K6 (CO5)

Answer any ONE of the following in 250 words

(1 x 20 = 20)

15. Discuss the sales and marketing process involved in a business.
16. Interpret the challenges faced by the Sole Proprietorship form of business and its unique advantages.

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