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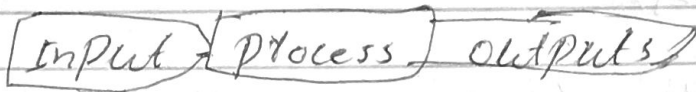
Instructor: ASMA Ishaq

Subject: Process Engineering

Q1) What is a Business Process?

Briefly explain different process types and illustrate it using figure. Name any 5 process improvement programmes.

Ans) A business process is a series of steps performed by a group of stakeholders to achieve a concrete goal. Each step in a business process denotes a task that is assigned to a person. It is the fundamental building block for several related ideas such as business management process automation etc. (OR) A Business Process describes how something is done in.



→ Process Types

(1) Individual Processes

→ carried out by a single individual.

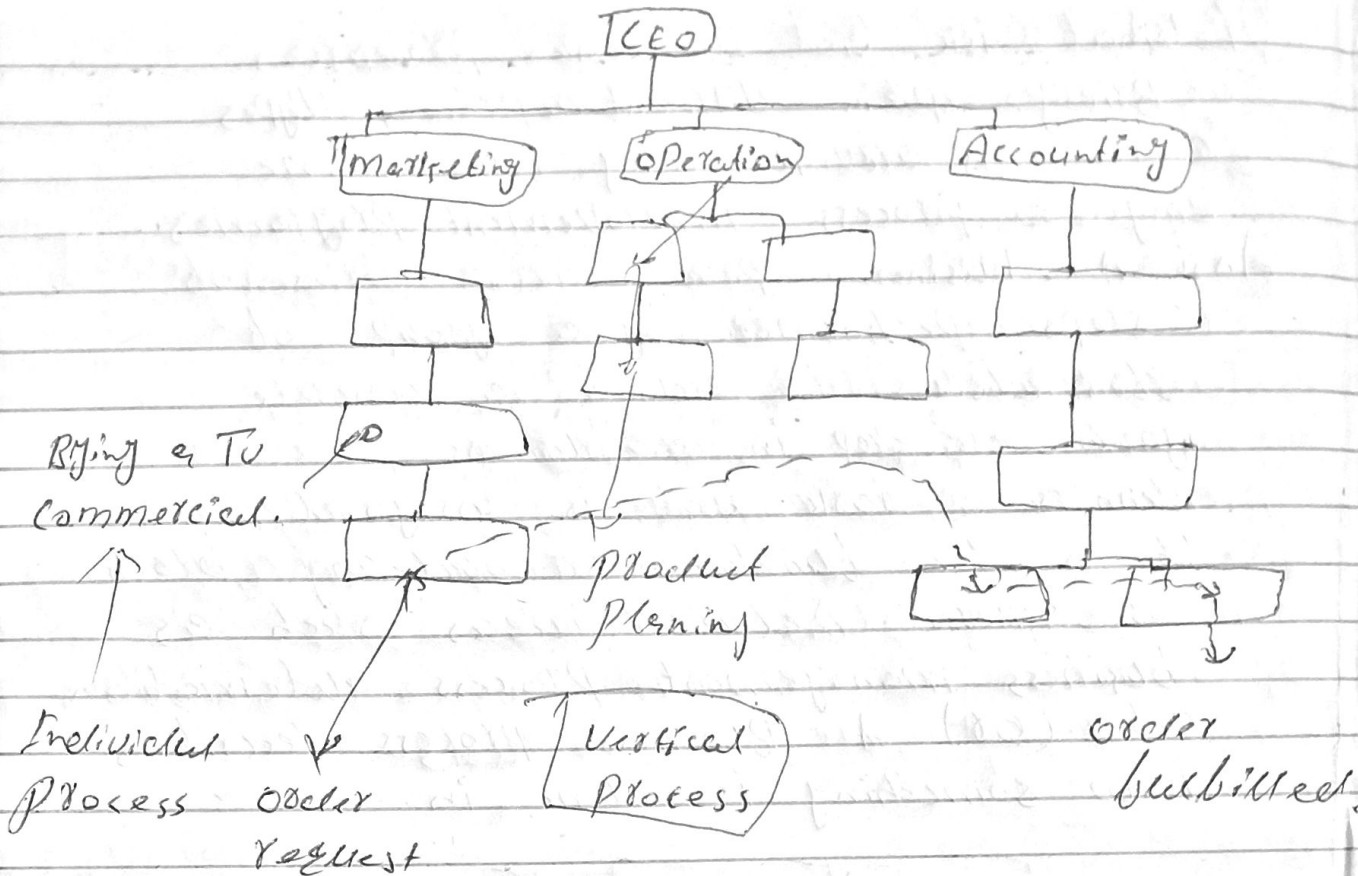
(2) Vertical or Functional Processes.

→ contained within one functional unit or

(3) Horizontal or cross functional processes.

→ spans several functional units, departments or companies.

P.T.O



(B) Explain the difference among value added - non-value added and control activities with example.

ANS on the shop floor, value added - Activities are those that transform the product from raw material into finished goods that the customer is willing to pay for. Examples might include drilling, piercing or welding a part. On the other hand, a non-value added activity could include the copying and billing of documents. Value added Activities must satisfy the following three criteria.

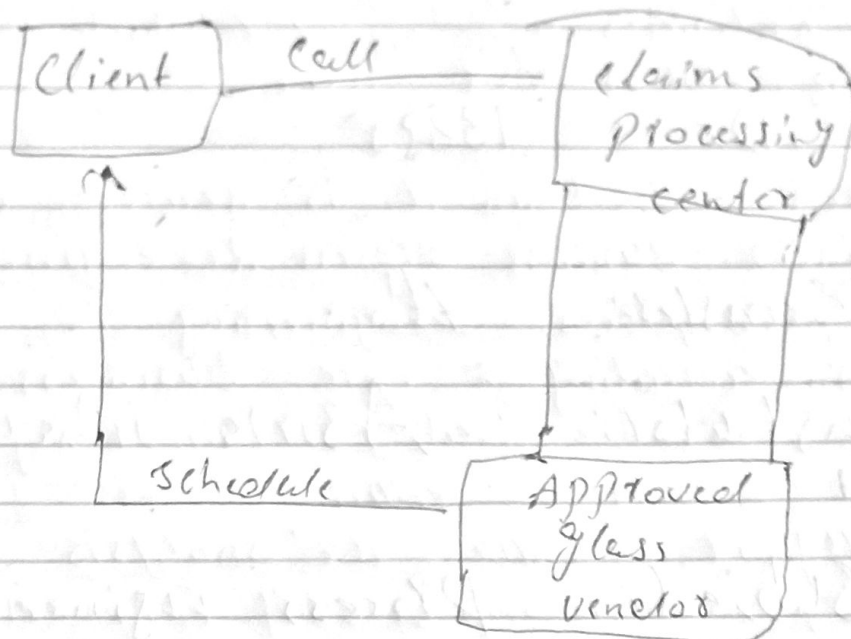
- Work that the customer is willing to pay for.
- Non-Value Added Activities

involve work that consumes resources but does not add value to the product or service.

Examples. A

might include drilling, piercing or welding & part-non-value added activities, or those that consume valuable resources but do not meet the CPR criteria, might include extra motion or transportation involved in walking from one area of production to another, or any reworks caused by defective products.

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The claims representative is given limited authority to approve the claim

- long term relationship with a limited number of glass vendors enables the insurance company to leverage its purchase power to pre-negotiate low price.

Client no longer have to collect estimates.

→ Vendors are certified for quality, price, reliability.

The client now contacts the claims representative directly instead of going via a local agent.

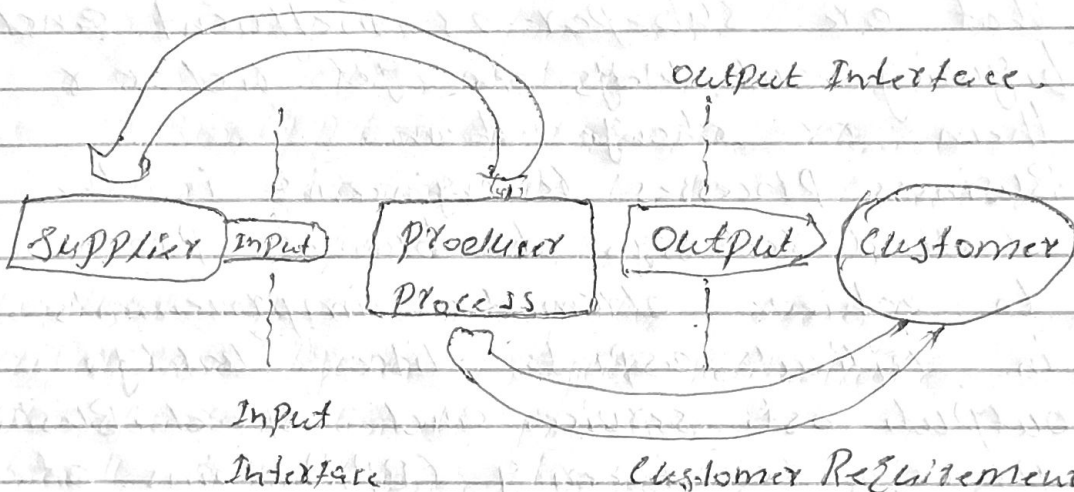
(A)

Q3 Explain CPs model with figure and why we use it.

Ans: The customer-producer-supplier (CPs) model.

- useful approach for resolving interface related problems
- Applying the CPs model to all critical interfaces  $\Rightarrow$  adopt a view of the process as a chain of customers.
- coordination achieved by understanding internal & external customers.

producer Requirement.



The producer-consumer pattern can provide highly efficient data communication without relying on semaphores, mutexes or monitors for data transfer. The use of those primitives can be expensive in terms of performance, in comparison to basic read/write atomic operation.

Customer and suppliers are keenly aware of the need to improve their working capital management. When you improve the relationship with your suppliers, both

of You benefit, they have more cash at hand, and You get the raw materials You need (which leads to more profits for You)

Q(B) What and when it is needed to re-engineer Business Process Re-engineering?

(B) Business Process Reengineering is the act of recreating a core business process with the goal of improving product, quality, or reducing costs.

Typically it involves the analysis of company workflows and business processes that are sub-par or inefficient and figuring out ways to get rid of them or change them.

Business Processes Re-engineering is the radical redesign of business processes to achieve dramatic improvements in critical aspects like quality, output, cost, service, and speed. Business Process Reengineering (BPR) aims at cutting costs and process inefficiencies on a very huge scale.