**Summers 2020 Mid-Term Assignment**

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| **Course Name** | **Max. Marks** | **Max. Time** | **Date** | **Instructor** |
| Business Process Engineering  | 30 | 4 hours 9AM-1PM | 25th August 2020 | Aasma Khan |

* **Attempt all questions.**
* **Marks will be given as per the DEPTH of the answer, not LENGTH.**

**Question No: 01** (5+5)

a) What is a Business Process? Briefly explain different process types and illustrate it using figure. Name any 5 process improvement programs.

b) Explain the difference among value added, non-value added and control activities with example.

**Question No: 02** (10)

Below is the example of Claim Handling in a Large Insurance Company, Figure 1 is for the existing design and Figure 2 is for new recommended design, identify the procedural and structural changes with the new recommended design.



 Figure Figure

**Question No: 03** (5+5)

a) Explain CPS model with figure and why we use it?

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