ABBOTTABAD CAMPUS

Final Exam Solution

Class:	BSE-8A, BSE-8B, BSE-8C	Date:	30/12/2025
Subject:	Business Process Engineering	Instructor:	Mukhtiar Zamin
Time Allowed:	180 Minutes	Max Marks:	85
Name:	[redacted]	Reg#:	[redacted]

CLO-2	Express strategic perspective of business process reengineering. (Understanding)

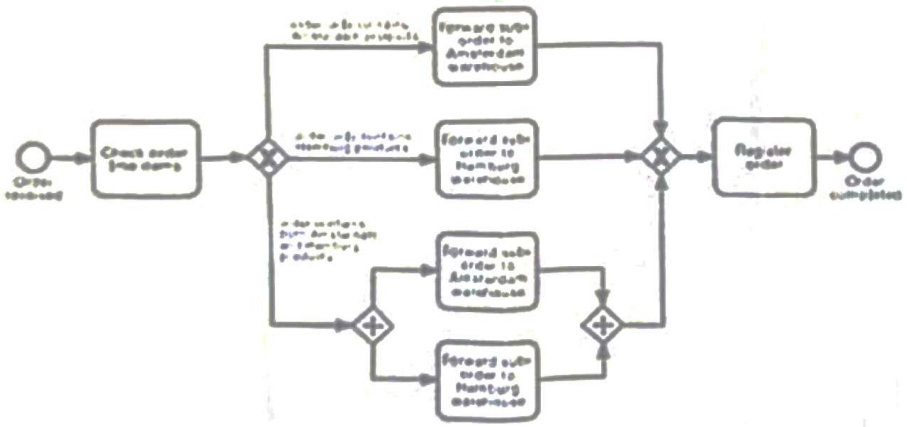
1. Explain parallel execution in the business process. Which gateway is used in BPMN diagram justify with the help of a simple example. [Marks 5]
2. Write the steps for site engineer "equipment rental" process and classify the steps into VA, BVA and NVA. [Marks 4 + 6]

CLO-3	Practice a disciplined business process redesign methodology. (Applying)

3. Imagine you would be assigned the task of modeling the process of how a book order is processed by your favorite online book retailer. How can you systematically gather the required pieces of information about this process? [Marks 5]
4. Assume that you are attending a brainstorm session for the root cause analysis of why admissions are lowering down in COMSATS Abbottabad campus. [Marks 2 + 3 + 5]
   a. What is the first step to starting the session.
   b. Which list of questions will help you to find the root causes
   c. Draw your final findings with the help of a why-why diagram.

CLO-4	Compare changes and key success factors due to IT-based organization transformation. (Analyzing)

5. Consider the process model given below. [Marks 7 + 8]



   a. Do we need to use the OR-join anywhere in above process? Justify your answer with valid reasons.
   b. Calculate the cycle time under the following assumptions:
      a. Each task in the process takes 1 hour on average.
      b. In 40 % of the cases the order contains only Amsterdam products.
      c. In 40 % of the cases, it contains only Hamburg products.
      d. In 20 % of the cases, it contains products from both warehouses.

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