



MURANGA UNIVERSITY COLLEGE
(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

MAIN CAMPUS

SPECIAL/SUPPLEMENTARY UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER EXAMINATIONS

**FOR THE DEGREE OF
BACHELOR OF BUSINESS INFORMATION TECHNOLOGY**

COURSE CODE: HBT 2401

COURSE TITLE: BUSINESS PROCESS REENGINEERING

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (1) (compulsory) AND any other TWO

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over.



Question ONE

- a) Expand on the term 'Business Process Reengineering'. Give four reasons for its use in an organization. (5 marks)
- b) Distinguish between process analysis and process design. (5 marks)
- c) Discuss the process of implementing BPR strategy (10 marks)
- d) Enumerate various reasons that results to Business Process Reengineering failure. (10 marks)

Question TWO

- a) Briefly compare various methodologies for re-engineering process. (10 marks)
- b) Compare and contrast Business Process Improvement and Business Process Reengineering. (10 marks)

Question THREE

- a) Explain BPR tools and techniques in detail. (10 marks)
- b) With examples, discuss role of information technology (IT) in BPR. (10 marks)

Question FOUR

- a) Briefly explain the following terms. (10 marks)
- i) Total Quality Management (2 marks)
 - ii) Reengineering (2 marks)
 - iii) Business improvement (2 marks)
 - iv) Information technology (2 marks)
 - v) Downsizing (2 marks)
- b) The concept of BPR has been around since about 1990, however it is widely misunderstood and has been equated to downsizing, client/server computing and several other management techniques of the past several years identify several reengineering myths. (10 marks)