

MPL-605

RCO-02

M.Phil. DEGREE EXAMINATION – JUNE 2006.

Commerce

CONTEMPORARY BUSINESS

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions not exceeding 1 page each.

1. Bring out the features of theory Z.
2. Are alliances better suited as a globalisation strategy than acquisitions? Explain.
3. A Total Quality Management (TQM) company often lacks a systematic approach without ISO 9000. Discuss.
4. What are the common feature of business process Reengineering in Indian organisations?
5. What barriers do working women face in Indian organisations? How can they be overcome?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions in essay form.

6. Bring out the challenges confronting managers in the changing world of work.
7. Distinguish between the different types of mergers and acquisitions.

8. Define the term 'decision'. Describe in detail the decision making process adopted by a manager.

9. Define TQM. Identify the principles of TQM and describe its course concepts.

10. Write short notes on :

- (a) 360° Feedback
- (b) Balanced score card.

11. Explain in detail Business Process Reengineering Principles.

12. What is Business Process Outsourcing (BPU)? Bring out the challenges of BPO sector in India.
