



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2015/2016

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR DEGREE OF  
BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

### CIB 3401 BUSINESS PROCESS RE-ENGINEERING

DATE: NOVEMBER 2015

TIME: 2 HOURS

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INSTRUCTIONS: *Answer question **one** and any other **two** questions*

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#### QUESTION ONE (30 MARKS)

- a) Citing an example a firm in an industry of your choice. Explain relevance of business process reengineering concept. (10Marks)
- b) Explain the role of strategic planning as an important component of business process reengineering (10Marks)
- c) Discuss relevance of BPR in government agencies today (10Marks)

#### QUESTION TWO (20 MARKS)

- a) Discuss the concept of GAP analysis in relation to BPR (10Marks)
- b) Activity modelling is an important concept in BPR project. Explain (10Marks)

**QUESTION THREE (20 MARKS)**

a) Discuss the implication of culture in a business process reengineering project  
(10Marks)

b) Explain the role of leadership in implementation of the BPR project  
(10Marks)

**QUESTION FOUR (20 MARKS)**

a) Discuss the rationale of breakthrough objectives  
(10Marks)

b) Explain how company mission impacts on BPR  
(10Marks)

**QUESTION FIVE (20 MARKS)**

a) “Automating Business Systems” is not business process reengineering. While explaining clearly the role of information technology in BPR. Discuss the above statement.  
(20Marks)

