

TUTOR MARKED ASSIGNMENT

Introduction to Finance and Accounting: Business Process Outsourcing

Maximum Marks: 100

Course Code: BPOI – 001

Weight age: 30%

Note: This assignment covers all of Course 1. All questions are compulsory. Marks assigned to the questions have been shown in the bracket

Section A

Attempt any 05 questions. Each question carries 08 marks

1. Explain the benefits of Outsourcing? (8)
2. Explain the types of services being offered by BPO's? (8)
3. Briefly explain any two Horizontal work/ services being outsourced in India? (8)
4. What is F & A Outsourcing Value Chain? How has it benefitted the customer? (8)
5. Through light on the Working conditions of people in a BPO industry? (8)
6. What are the parameters which employers look into while hiring an employee for Finance & Accounting BPO? (8)
7. What behavioral skills are required to work in BPO industry? (8)
8. Differentiate between Voice & Non Voice processes in BPO Industry? (8)

Section B

Attempt all questions. Each question carries 10 marks

1. "BPO processes have a lifecycle that begins with the initiation stage till the processes are stabilized" Elaborate. (10)
2. Explain the Merits of Captive v/s Third party BPOs. Which is better and why? (10)
3. Explain in brief the F & A processes being outsourced? (10)
4. List out the key implications of Information Security policies for any employee? (10)
5. What are the various Career options in a BPO industry? Explain the Growth of an individual in F&A BPO Industry by considering the working condition in BPO Industry? (10)
6. Describe the various stages Enabling Technologies & their impact in a BPO organization. (10)

Last Date for Submission of Assignment

For June Exam

31st March

For December Exam

30th September