

**TUTOR MARKED ASSIGNMENT (2021)****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.

- Q1. Fill in the blanks:** (1x5=5)
- refers to any commercial activity that is undertaken in an organization.
  - Payroll is a ----- function.
  - Working from home rather than going to office is termed as -----.
  - IFRS means -----.
  - Stability check is done in -----.
- Q2. True or False:** (1x5=5)
- Companies start outsourcing with the critical and essential processes.
  - General Electric's (GE) is an electronic industry.
  - An issue escalation tool is an efficiency tool.
  - The only thing which is constant in life is change
  - External sourcing advisors are consultants.
- Q3. Write short notes on: (In about 200 -250 words)** (10x3=30)
- Any one career option in BPO
  - Selection criteria used by employers in F&A BPO
  - Working conditions in BPO
- Q4. Differentiate between:** (12.5x2=25)
- Voice and non-voice processes
  - Off-shoring and Outsourcing
- Q5. Explain the different phases in Finance and Accounting Outsourcing?** (15)
- Q6. Describe the various stages Enabling Technologies & their impact in a BPO organization. (20)**

**Last Date for Submission of Assignment (or as and when notified by the University)****For June TEE Exam  
For December TEE Exam****31<sup>st</sup> March  
30<sup>th</sup> September**