

**TUTOR MARKED ASSIGNMENT (2023)****Introduction to Finance and Accounting: Business Process Outsourcing****Maximum Marks: 100****Course Code: BPOI – 001/101****Weight age: 30%****January 2023 session & July 2023 session**

**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)
- is a measurement to gauge the performance of any process.
  - Record to Report is also called as -----.
  - A statutory adjustment is a function of -----.
  - Stability check is done in ----- round.
  - Employees in Process Associate/ Call center Agent roles report to employees at ----- band.
- Q2. True or False:** (1x5=5)
- Sarbanes Oxley Act was enacted in 2002.
  - Financial Planning & forecasting coordinates the budgets and forecasts at regional level.
  - Collaborative research outsourcing is the upcoming wave in outsourcing.
  - In communication, body language and tone helps to express oneself.
  - Invoice is issued after the purchase order in AR cycle.
- Q3. Write short notes on: (In about 200 -250 words)** (10x3=30)
- F & A Value chain
  - Types of technology and application in BPO
  - Working conditions in BPO
- Q4. Differentiate between:** (12.5x2=25)
- Spin Off of Global companies and KPO
  - Front Office v/s Back Office
- Q5. Discuss the Horizontal Dimension w.r.t nature of work being outsourced to India.** (15)
- Q6. Explain the Life Cycle of a BPO process** (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**