

**TUTOR MARKED ASSIGNMENT (2024)****Introduction to Finance and Accounting: Business Process Outsourcing****Maximum Marks: 100****Course Code: BPOI 001/101****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.** What is cultural sensitization in USA & UK? **(10)**
- Q2.** Why is India considered as one of the best option for the outsourcing facility? **(15)**  
Explain India's advantage in global outsourcing with examples.
- Q3. Differentiate between:** **(10x2=20)**  
i. Voice and non- voice processes  
ii. Off-shoring and Out sourcing
- Q4.** Explain the different phases in Finance and Accounting Outsourcing? **(15)**
- Q5.** Describe the various stages Enabling Technologies & their impact in a BPO organization. **(20)**
- Q6.** 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)**
- Q7.** Explain the difference between "core", "core and non-critical" and "non-core and non-critical" processes. Give at least one example of each in a business organization. **(10)**

**Last Date for Submission of Assignment (or as and when notified by university)**

For June Exam

31st March

For December Exam

30th September