

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE AND
ACCOUNTING (DBPOFA)**

Term-End Examination

December, 2012

**BPOI-001 : INTRODUCTION TO FINANCE AND
ACCOUNTING (BPO)**

Time : 3 hours

Maximum Marks : 100

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- Note : SECTION-I : All questions are compulsory.
SECTION-II : Any 6 questions out of 8.
SECTION-III : Any 3 aquestions from 12 to 16.
Question No. 11 is compulsory.*
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SECTION - I

1. Fill in the blanks :

- (a) _____ is a process where customers 1
sends their work to a different location /
overseas.
- (b) BPO are typically divided into two 1
categories _____ , _____ .
- (c) _____ is the process which deals with 1
the entire cycle of procuring the goods to
paying for them.
- (d) Statutory adjustment is a function of 1
_____.
- (e) _____ is the most difficult phase of the 1
F and A outsourcing process.

2. State **true** or **false** :

- (a) Transition stage is the first stage in any outsourcing project. **1**
- (b) Invoice is issued before the purchase order in AR cycle. **1**
- (c) F and A jobs at the entry level are more analytical than transactional in nature. **1**
- (d) VOIP is term for a family of transmission technologies for delivery of voice communications over the internet or other packet switched networks. **1**
- (e) Telesales and telemarketing are also known as outbound calling. **1**

SECTION - II
(Total 30 Marks)

3. Explain the concept of outsourcing and off-shoring. 5
4. List out the various ways in which an employee would normally interact with colleagues, clients and suppliers. How are these interactions handled in an off shore BPO ? 5
5. Give a brief on US culture ? 5
6. Explain why health-care services is being outsourced to India ? 5
7. Explain the term : 5
 - (a) ERP
 - (b) Sarbanes Oxley Act
 - (c) IFRS
 - (d) IT park
 - (e) VOIP
8. Describe the various F and A services provided by the BPO industry to their Global clients. 5
9. Give a brief about the main players in the BPO industry ? 5
10. What are the advantages of a career in F and A BPO ? 5

SECTION - III
(Total 60 Marks)

11. Explain in detail how India has many advantages over other countries in the outsourcing business ? 15
 12. Explain the various types of services being offered by BPO offers ? 15
 13. Discuss different phases in life cycle of outsourcing ? 15
 14. Discuss in detail the kind of employment opportunities associated with BPO industry ? 15
 15. Discuss the different ways in which information technology impacts the BPO industry ? 15
 16. Define core, non-core critical and non-core non-critical processes with examples ? 15
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