

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

**Term-End Examination**

**December, 2015**

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

*Time : 3 hours*

*Maximum Marks : 100*

- Note :** (i) *Section - I : All questions are compulsory.*  
(ii) *Section - II : Attempt any 6 questions out of 8.*  
(iii) *Section - III : Question No. 11 is compulsory.*  
*Attempt any 3 questions from 12 to 16.*

**SECTION - I**

**(Total 10 marks)**

1. (a) \_\_\_\_\_ is a process where customer sends their work to be done to a different location. 1
- (b) BPOs are typically divided into two categories \_\_\_\_\_ and \_\_\_\_\_. 1
- (c) \_\_\_\_\_ allows handling huge call volumes. 1
- (d) Outsourcing in the high end work is termed as \_\_\_\_\_. 1
- (e) A company's accounting applications may be 'off the shelf' or \_\_\_\_\_. 1

**2. True or False :**

- |  |   |
|--|---|
| (a) Invoice is issued before the purchase order in AR Cycle.   | 1 |
| (b) BPO's are the only organisations which are allowing its accounting employees of learn ways and practices of global accounting. | 1 |
| (c) Collaborative Research Outsourcing is the upcoming wave in outsourcing.  | 1 |
| (d) Under Back office processes BPO employees necessarily interact with the customer.  | 1 |
| (e) Companies Start outsourcing with the critical and essential processes.   | 1 |

**SECTION-II**  
**(Total 30 Marks)**

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|--|-------|
| 3. What is meaning of outsourcing ? Explain the difference between outsourcing and business process outsourcing. | 2½+2½ |
| 4. Explain the difference between Captive and third party BPOs.  | 5     |
| 5. Explain the benefits of F and A outsourcing to the Indian Economy.  | 5     |
| 6. What are the advantages of a Career in F and A BPO ?  | 5     |
| 7. Explain the Selection Criteria used by Employers to recruit an individual in BPO industry.                    | 5     |

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|-----|--|---|
| 8.  | Explain the differences between voice and non-voice processes.           | 5 |
| 9.  | Explain the different reasons to outsource healthcare services to India. | 5 |
| 10. | Explain the role of ERP (Enterprise Resource Planning) in BPO industry.  | 5 |

**SECTION - III**  
**(Total 60 Marks)**

- |     |   |    |
|-----|---|----|
| 11. | Explain the phases in F and A outsourcing cycle in BPO industry. What are India's advantage in global outsourcing ?   | 15 |
| 12. | Explain the selection process for a Job in BPO for an individual. List out some behavioural aspects required for an individual to grow in Career of BPO.      | 15 |
| 13. | Explain the life cycle for a BPO process.   | 15 |
| 14. | Discuss the different information security practices at BPOs necessary to be followed by employee.  | 15 |
| 15. | What are the common processes being offered by the BPO industry ? If you are given a chance to work in BPO industry which process would you want to work in ? | 15 |
| 16. | List out the different F and A processes being outsourced. Explain any two major F and A processes.   | 15 |