

00155

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

Term-End Examination

December, 2017

**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 three questions from 12 to 16.

SECTION - I

1. Fill in the blanks :

- (a) Outsourcing Vendor's ability to _____ 1
offer excellent opportunity to its client to
well handle their peaks & lows.
- (b) Post transition to BPO, the initial work 1
execution testing process is called
_____.
- (c) Stability check is done in _____ 1
- (d) _____ is the upcoming wave in 1
outsourcing.
- (e) Research & Reporting is a part of 1
_____.

- 2. True or False.**
- (a) When goods are returned on credit, pro-forma invoice is issued. 1
 - (b) F & A jobs at the entry level are more analytical than transactional in nature. 1
 - (c) Service Bureaus is the synonym for call center. 1
 - (d) Accounting and insurance processes are critical processes. 1
 - (e) Confidentiality is an integral part of captive BPO. 1

SECTION - II

(Attempt any six out of eight)

- 3. What is the difference between outsourcing and business process outsourcing ? 5
- 4. What are the common processes being offered by the BPO industry ? 5
- 5. Explain how India is benefited through outsourcing. 5
- 6. "Career in the BPO is a serious career and not a job". Elaborate. 5
- 7. Define the Selection Criteria used by employees in BPO industry. 5
- 8. Explain the difference between voice and non-voice processes. 5
- 9. Explain the different reasons to outsource healthcare services in India. 5
- 10. What are the kind of roles available in the industry ? 5

SECTION - III

(Question No. 11 is compulsory. Attempt any 3 from 12 to 16)

11. "BPO processes have a lifecycle that begins with the initiation stage till the processes are stabilised". Elaborate. 15
 12. If given a chance to work in the BPO Industry which process would you want to work in ? Why ? 15
 13. Differentiate between Captive, Third party, IT major and Rural BPO's ? 15
 14. "Transition / Implementation is the most difficult phase of the F & A outsourcing process. Elaborate. 15
 15. Explain the types of Roles available in the BPO industry. List out different factors to work in any BPO industry. 15
 16. Discuss advantages of I.T. in finance domain in BPO industry. Define the enabling technologies and their impacts. 15
-