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BPOI-001/101

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

December, 2023

**BPOI-001/101 : INTRODUCTION TO FINANCE AND
ACCOUNTING (BPO)**

Time : 3 Hours

Maximum Marks : 100

Note : Section-I : All questions are compulsory.

Section-II : Attempt any *six* questions out of 8.

**Section-III : Question No. 11 is compulsory.
Attempt any *three* questions from Q. Nos. 12
to 16.**

Section—I

1. Fill in the blanks :

- (a) Enhancing the and accuracy of the
business is the major reason for
outsourcing. 1

P. T. O.

- (b) In-house processing facilities of global corporate have been as separate entities. 1
- (c) is the money that corporates (customer) owe a company in exchange of goods and services. 1
- (d) Statutory adjustment is a function of 1
- (e) has the components of voice and non-voice. 1
2. State True *or* False :
- (a) Abbreviation of WAN is World Area Network. 1
- (b) The largest number of job opportunities in the BPO industry is in core operational roles. 1
- (c) The only thing which is constant in life is change. 1
- (d) Invoice is issued after the purchase order in AR cycle. 1
- (e) Payroll is a finance function. 1

Section—II

Note : Attempt any **six** questions out of eight.

3. Explain, what are Third Party BPO ? 5

4. Explain Proactive Behaviour as an important aspect of working career in F & A BPO. 5
5. What are the parameters which employers look into while hiring an employee for F & A BPO ? 5
6. Explain the basic types of Invoices. 5
7. Explain Help Desk services as a means of horizontal work that is outsourced to India. 5
8. Explain the benefits of off-shoring. 5
9. What are the main stages for any outsourcing project ? Explain any *one* stage. 5
10. Explain the implications of IT on work culture of BPO. 5

Section—III

Note : *Question No. 11 is compulsory. Attempt any three from Q. Nos. 12 to 16.*

11. Explain the implications of Information security policies for any employee. 15
12. What are the differences between Account Payable and Procure to Pay ? 15

13. Explain the Core, Non-Core Critical and Non-Core Non-Critical processes which are running within the organization. 15
14. What are the benefits of outsourcing and off-shoring? 15
15. Explain any *three* main players in the BPO Industry along with the nature of work they handle. 15
16. Highlight the differences between efficiency tools and management tools. 15