

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

**Term-End Examination**

**June, 2016**

**BPOI-001 : INTRODUCTION TO FINANCE AND  
ACCOUNTING**

*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 question  
no. 12 to 16.*

**SECTION - I**

**(Total 10 marks)**

1. (a) ITes stands for \_\_\_\_\_ 1  
(b) \_\_\_\_\_ are set by the parent 1  
organizations as an extension of their own  
operations.  
(c) In F&A BPO, an employee gains expertise 1  
in Accounting and \_\_\_\_\_.  
(d) An issue escalation tool is a \_\_\_\_\_ 1  
tool.  
(e) Converting the records of the company 1  
from paper to an electronic form is known  
as \_\_\_\_\_.

2. True or False.
- (a) When goods are returned for credit, pro forma invoice is issued. 1
  - (b) Confidentiality is an integral part of captive BPO. 1
  - (c) Spin off BPO provides services not only for their parent company but also to outside clients. 1
  - (d) Base cost reporting is a part of closing and reporting function. 1
  - (e) Companies start outsourcing with the critical and essential processes. 1

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

- 3. Explain the benefits of outsourcing. 5
- 4. Explain the difference between the Voice and Non-voice processes in BPO industry. 5
- 5. Discuss the advantages of a career in F&A BPO. 5
- 6. What are the pros and cons of HR outsourcing ? 5
- 7. Explain the Types of Roles available for an individual in BPO industry. 5
- 8. "Transition/implementation is the most difficult phase of the F&A outsourcing process." Elaborate. 5
- 9. Explain the following terms : 2½+2½
  - (a) KPO
  - (b) VOIP (Voice Over IP)

10. Highlight the differences between Efficiency tools and Management tools. 5

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

11. Explain the concept of business process outsourcing by explaining its life cycle. Explain how Indian economy is benefited through F&A outsourcing ? 15
12. Define core, non-core critical and non-core non-critical process with examples. Based upon these processes explain the types of services offered by BPO industry. 15
13. Explain the different factors that attracts an individual to work in BPO. 15
14. Explain the Role of I.T. in F&A BPOs. 15
15. Explain the following F&A processes. 15
- (a) Procure to Pay (P2P)
  - (b) Order to Cash (O2C)
  - (c) Record to Report (R2R)
16. How cultural sensitisation affects the BPO Industry ? Give brief on US and UK culture. In which culture would you prefer to work US or UK ? Why ? 15

