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

Term-End Examination, 2019

BPOI-001 : 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** questions.

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

SECTION-I

1. Fill in the blanks :

   (a) ITes stands for _____ [1]

   (b) Blended Processes are _____ [1]

   (c) Outsourcing in the high end work is termed as_____ [1]

   (d) Statutory adjustment is a function of _____ [1]

(e) Employees of Process Associate/call centre Agent roles report to employees at _____ band [1]

2. True or False :

(a) GMT sets current time or official time around the globe. Most time changes are measured by GMT.

[1]

(b) Under the back office processes, BPO employees necessarily interact with the customers. [1]

(c) Invoice is issued before the purchase order in AR cycle. [1]

(d) BPO's are the only organisation which allow its accounting employees to learn ways and practices of global accounting. [1]

(e) Collaborative Research Outsourcing is the up coming wave in outsourcing. [1]

SECTION-II

(Attempt any 6 Questions out of 8)

3. What is BPO and ITes ? [5]

4. Define IFRS. [5]

5. What do you mean by Record to Report ? [5]

6. Highlight the difference between Efficiency Tools and Management tools ? [5]

7. Companies can go for listing whenever they need to raise capital ? Comment. [5]

8. Explain briefly the two terms : [2½×2=5]

   (i) Web Technologies

   (ii) Work flow operations

9. What are the perks offered with a job in BPO ? Explain.[5]

10. List some of the main players in BPO. [5]

SECTION-III

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

11. What is F and A outsourcing value chain ? Explain.[15]

12. What are the key reasons for implementing the ERP systems ? Explain. [15]

13. As the market grows for outsourcing we see the newer areas and application are coming up. Elaborate. [15]

14. Explain the types of BPO processes in any large organisation. Briefly describe them with examples. [15]

15. "BPO processes have a lifecycle that begins with the initiation stage till the processes are stabilised." Elaborate. [15]

16. Define core, non-core critical and non-core non-critical processes with examples. [15]

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