

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

**Term-End Examination**

**June, 2015**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

1. (a) Indian economy underwent economic reforms under the leadership of Late \_\_\_\_\_ 1
- (b) \_\_\_\_\_ refers to any business activity which can be taken away from the main organisation and can be performed by a different company. 1
- (c) Blended processes are a combination of \_\_\_\_\_ and \_\_\_\_\_. 1
- (d) \_\_\_\_\_ applications extend beyond finance and accounting to other core processes in an organisation. 1
- (e) Units set up by large Global organizations as an extension of their own operations are called \_\_\_\_\_. 1

2. (a) Accounting and Insurance processes are critical processes. 1
- (b) Under Back Office Processes, BPO employees necessarily interact with the customer. 1
- (c) When goods are returned for credit, proforma invoice is issued. 1
- (d) Invoice is issued before the purchase order in AR cycle. 1
- (e) F and A jobs at entry level are more analytical than transactional. 1

## SECTION - II

3. List the various types of invoices. 5
4. Distinguish between Back Office and Front Office. 5
5. Explain the benefits of outsourcing. 5
6. Mention the working conditions in a BPO. 5
7. What are the benefits of outsourcing the Financial Services to India ? 5
8. Highlight the differences between efficiency tools and management tools. 5
9. Why should the health services be outsourced to India ? 5
10. What are the advantages of closing reporting functions ? 5

### SECTION - III

11. Which is a better option - Captive or Third Party ? Explain. 15
  12. Draw and define the various functions of order to cash. 15
  13. What are the advantages or benefits of IT Finance in domain ? 15
  14. What are the key reasons for implementing the ERP systems ? 15
  15. "India has advantage over other countries in the outsourcing business". Comment. 15
  16. What are Spin offs ? Explain. 15
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