

Assignments

JAN-JULY 2016 & JULY-DEC 2016

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

School of Vocational Education and Training



Indira Gandhi National Open University,

Maidan Garhi, New Delhi – 110068

2016

Dear Student,

This booklet contains the assignments for all the Courses of DBPO. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, **your assignment may be summarily rejected and/or your marks may be made null and void.** Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the **assignment answer sheets received after the due date will be summarily rejected** and no communication will be entertained in this regard.

You have to submit/send your assignment answer sheets to the Coordinator/Programme In-charge of your Study Centre/Programme Centre, as the case may be so as to reach there on or before the due date.

Instructions for Formatting Your Assignments

- On the top of the first page of your Tutor Marked Assignment (TMA) answer sheet, please write the details exactly in the following format :

Enrolment No. _____	Date : _____
Course Code : _____	Course Title : _____
Name : _____	Address : _____

Signature : _____

- Please follow the above format strictly to facilitate evaluation and avoid delay.
- Use only foolscap size writing paper (but not of very thin variety) for writing your answers.
- Leave 3 cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be submitted only to the respective Course Coordinators

Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/Programme In-charge of your Study Centre/Programme Study Centre to avoid any unforeseen situation. Wishing you all good luck!

DBPOFA

TUTOR MARKED ASSIGNMENT

Introduction to Finance and Accounting: Business Process Outsourcing

Maximum Marks: 100
Weight age: 30%

Course Code: BPOI - 001

Note: This assignment covers all of Course 1. All questions are compulsory. Marks assigned to the questions have been shown in the bracket

Section A

Attempt all questions. Each question carries 05 marks

1. Explain the benefits of Outsourcing industry in India?
2. What are the various stages in an outsourcing cycle?
3. Explain the concept of off & on shoring & its benefits to the industries.
4. Explain the Industry structure of BPO industry?
5. Compare the benefits of captive versus third party BPO.
6. Explain the difference between call center & transaction process.
7. "F&A BPO offers a full fledged career to a serious, competent and ambitious candidate." Do you agree with the statement? Explain why or why not.
8. Explain the behavioral skills required to work in BPO industry?

Section B

Attempt all questions. Each question carries 10 marks

1. Explain the cultural sensitization in US & UK.
2. Explain the nature of work outsourced to India. Explain India's advantage in global outsourcing? Explain with examples.

3. Explain the major processes of F&A services .Explain the benefits of Outsourcing to customers & benefit of outsourcing to India?
4. Describe the various stages Enabling Technologies and their impact in a BPO organisation.
5. What are the Various Carrer options in a BPO industry? Explain the working conditions in a BPO industry & its draw back too?
6. Why BPO is called as" IT enabled Services' Industry. Describe the different types of technologies used in BPO industry & the advantages / benefits of I.T. in the Finance domain?

Important Note: Last Date for Submission of Assignments

For June TEE: 31st March

For December TEE: 30th September