

## TUTOR MARKED ASSIGNMENT

### Introduction to Finance and Accounting: Business Process Outsourcing

Maximum Marks: 100

Course Code: BPOI – 001

Weight age: 30%

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

### Section A

**Attempt any 05 questions. Each question carries 08 marks**

- 1) Explain the concept of Outsourcing& its benefits in detail? (8)
- 2) Describe the various stages in an outsourcing project? (8)
- 3) Explain the concept of on shoring and off shoring. (8)
- 4) Explain types of Industry structure of BPO industry? (8)
- 5) Compare the benefits of outsourcing to a captive setup versus a third party setup. (8)
- 6) Explain the difference between “core”, “core and non-critical” and “non-core and non-critical” processes. Give at least one example of each in a business organization. (8)
- 7) What behavioral skills are required to work in BPO industry? (8)
- 8) Differentiate between Voice & Non Voice processes in BPO Industry? (8)

### Section B

**Attempt all questions. Each question carries 10 marks**

- 1) What is cultural sensitization in USA&UK? (10)
- 2) Why India is considered as one of the best option for the outsourcing facility. Explain India’s advantage in global outsourcing? Explain with examples. (10)
- 3) Why is information technology indispensable to Finance and Accounting outsourcing activities? Explain with examples. (10)
- 4) Explain are the various selection processes? Explain the different rounds of selection processes and what is the candidate tested for during these rounds. (10)
- 5) What are the various Career options in a BPO industry? Explain the Growth of an individual in F&A BPO Industry by considering the working condition in BPO Industry? (10)
- 6) Describe the various stages Enabling Technologies and their impact in a BPO organization. (10)

### Last Date for Submission of Assignment

**For June Exam**

**31<sup>st</sup> March**

**For December Exam**

**30<sup>th</sup> September**