

No. of Printed Pages : 4 **BPOI-001/BPOI-101**

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

Term-End Examination

December, 2022

**BPOI-001/BPOI-101 : INTRODUCTION TO
FINANCE AND ACCOUNTING (BPO)**

Time : 3 Hours

Maximum Marks : 100

Note : (i) **Section-I** : All questions are compulsory.

(ii) **Section-II** : Attempt any **six** questions out of eight questions.

(iii) **Section-III** : Question No. 11 is compulsory. Attempt any **three** questions from Q. Nos. 12 to 16.

Section—I

1. Fill in the blanks : 5×1=5
 - (a) Insurance claims processing comes under _____.
 - (b) KPO stands for _____.
 - (c) Outsourcing in the high-end work is termed as _____.
 - (d) Stability check is done in _____.
 - (e) Research and reporting is part of _____.
2. State True or False : 5×1=5
 - (a) Service Bureaus is the synonym for call centres.
 - (b) Financial planning and forecasting coordinates the budgets and forecasts at regional level.
 - (c) Collaborative Research Outsourcing is the upcoming wave in outsourcing.
 - (d) Transition stage is the first stage in any outsourcing project.
 - (e) Companies start outsourcing with the critical and essential processes.

Section—II

Note : Answer any **six** questions out of eight questions.

3. What is the difference between Front office and Back office processing ? 5
4. What are the stages for any outsourcing project ? Briefly explain them. 5
5. List out the various ways in which an employee would normally interact with colleagues, clients and suppliers. How are these interactions handled in an offshore BPO ? 5
6. What are the advantages of career in F&A BPO ? 5
7. Define IFRS and USGAAP. $2\frac{1}{2}+2\frac{1}{2}$
8. What are the pros and cons of HR outsourcing as a whole ? 5
9. What do you mean by captive BPO and third party BPO ? $2\frac{1}{2}+2\frac{1}{2}$
10. “The nature of work that is being outsourced to India is vast and varied.” In light of the above statement briefly explain the Horizontal Dimensions that work in the BPO industry. 5+5

P. T. O.

Section—III

Note : Question No. 11 is compulsory. Attempt any **three** questions from Q. Nos. 12 to 16.

11. Reflect on your readiness to face a BPO selection process based on the common selection criteria. Write down an assessment on the areas where you are strong and those areas where you need to develop yourself. 15
12. List out the different ways in which information technology impacts the BPO industry. Highlight the differences between Efficiency Tools and Management Tools. 10+5
13. Explain the benefits of F&A outsourcing to the economy as a whole. What are the advantages of a career in F&A BPO ? $7\frac{1}{2}+7\frac{1}{2}$
14. Explain the following F&A processes : 5+5+5
 - (a) Procure to Pay (P2P)
 - (b) Order to Cash (O2C)
 - (c) Record to Report (R2R)
15. Define core, non-core critical and non-core non-critical processes with examples. 15
16. List out the various types of software applications that one will use working in an F&A process. 15

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