BPOI-001

DIPLOMA IN BUSINESS PROCESS OUTSOURCING - F AND A PROGRAMME
Term-End Examination
June, 2012

00775

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

Time : 3 hours   *Maximum Marks : 100*

Note :   *SECTION–I :*   *All questions are compulsory.*

      SECTION–II :   *Any 6 questions out of 8.*

      SECTION–III :   *Question No. 11 is compulsory.*

               Any 3 questions from questions No. 12 to 16.

SECTION-I

1. (a) _____ Dept. handles all aspects of people's welfare.   1

     (b) _____ team ensures that the entire job is migrated properly from clients location to BPO.   1

     (c) Out sourcing pulls out _____ through best practices.   1

     (d) Statutory adjustment is a function of _____ .   1

     (e) Stability check is done in _____ .   1

2. *True or False* :

   (a)   Payroll is a finance function   1

   (b)   Accounting and insurance process are   1
critical process

   (c)   Financial planning and forecasting   1
coordinates the budget and forecasts at the
region level.

   (d)   In communication, body language and tone   1
helps to express yourself.

   (e)   Invoices are issued before the purchase   1
order in AR cycle.

SECTION-II

3. What are the key features of captive BPO ?   5

4. Why is the BPO industry a good choice for a young   5
    person to start their career ?

5. What are the key differences between voice and   5
    non voice proces ?

6. What are the advantages of financial planning   5
    and analysis ?

7. What are the kinds of roles available in the BPO   5
    industry ?

8. (a) What is a captive BPO organisation ?   5
    (b) List some of the captive BPO organisations.

9. List the different kinds of invoices available in   5
    order to cash.

10. What are the common factors that attract an   5
    individual to join BPO - F&A ?

SECTION-III

11. List the India's advantages in global outsourcing and briefly explain the advantages. **15**

12. What are the pros and cons of HR outsourcing as a whole ? **15**

13. List and explain the major F and A process being outsourced. **15**

14. List out the various types of software applications that one would use while working in an F and A process. What is the brief function of each of them ? **15**

15. What are the parameters which employees look into while hiring one employer for F and A BPO ? **15**

16. Explain what is daylight saving and some of the hourly difference you see ? **15**

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