

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

Term-End Examination

June, 2021

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

Time : 3 hours

Maximum Marks : 100

Note :

*Section I – All questions are **compulsory**.*

*Section II – Attempt any **six** out of eight questions.*

*Section III – Question no. **11** is **compulsory**. Attempt any
three from questions no. 12 to 16.*

SECTION I

1. Fill in the blanks :

- (a) _____ is a process where customers send their work to be done in a different location. 1
- (b) _____ is a measurement to gauge the performance of any process. 1
- (c) Companies and individuals are able to make less expensive calls using _____. 1

- (d) The major purpose of assurance services is to provide _____ and _____ opinions. 1
- (e) Statutory adjustment is a function of _____ . 1

2. State whether the following statements are *True* or *False* :

- (a) In communication, body language and tone helps to express you. 1
- (b) Not a transferable job is not a key reason why people join the BPO industry. 1
- (c) Honeywell is an Automotive industry. 1
- (d) Intensive technology is used as the main platform through which services are processed and delivered. 1
- (e) Captive BPO is also known as In-house BPO. 1

SECTION II

Attempt any **six** out of eight questions.

3. Define the following : $2\frac{1}{2} + 2\frac{1}{2} = 5$
- (a) BPO
- (b) ITeS
4. What do you understand by Third Party BPO ?
Explain its structure also. $3+2=5$
5. Explain how the Help Desk services are the crucial services which are outsourced. 5
6. Explain the F&A Value Chain. 5
7. Explain any two processes that are being outsourced along with the employment opportunities associated with them. 5
8. What are the parameters which employers look into while hiring an employee for F&A BPO ? 5
9. Explain any three advantages/benefits of IT Finance domain. 5
10. Explain the benefits of off-shoring. 5

SECTION III

Question no. 11 is compulsory. Attempt any three from questions no. 12 to 16.

11. Explain in detail the concept of Outsourcing and Offshoring. 15
 12. If given a chance to work in the BPO industry, which processes would you want to work in ? Why ? 15
 13. “BPO exports is the fastest growing segment across software and services exports.” Comment. 15
 14. ERP packages constitute a significant investment in time and expense for an organisation. What are the key reasons for implementing them ? 15
 15. Explain in detail the Order to Cash (Accounts Receivable) process in BPO Finance and Accounting. 15
 16. Give a brief account on US and UK cultures. 15
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