

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING - F & A PROGRAMME**

Term-End Examination

June, 2010

00181

**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 12 to 16.*

**SECTION-I (Total 10 marks)**

*All Questions are compulsory in this section.*

1. *Fill in the blanks :*

- (a) \_\_\_\_\_ is a process where customer 1  
sends their work to be done in a different  
location.
- (b) Post transition to BPO, the initial work 1  
execution testing process is called  
\_\_\_\_\_.
- (c) \_\_\_\_\_ Is a contract signed by a BPO 1  
company and its client which specifies on  
the service to be provided, the performance  
standards of quality and turnaround time.

- (d) The largest number of job opportunities in the BPO industry is in \_\_\_\_\_. 1
- (e) Company and individuals are able to make less expensive calls using \_\_\_\_\_. 1

2. True or False :

- (a) Companies start outsourcing with the critical and essential processes. 1
- (b) Critical processes support the peripheral activities of the organisation. 1
- (c) Shrinking margins, higher claim disbursement and increase in competition have forced insurance companies to look at off-shoring to improve efficiencies. 1
- (d) Financial planning and forecasting coordinates the budgets and forecasts at a regional level. 1
- (e) Career in FdA BPO in addition to expertise in accounting offers team work, client handling skills, operations management and people management skills. 1

**SECTION - II (Total 30 marks)**

Attempt *any six* questions out of eight.

3. Define offshoring. What are its advantages ? 5
4. Give at least 5 key differences between US and UK cultures. 5
5. Mention any 6 different services that can be outsourced. 5
6. Mention the advantages of outsourcing Financial services to India. 5
7. What are the advantages of a career in F and A BPO ? 5
8. Define Sarbanes Oxley Act and IFRS. 5
9. Briefly describe an ERP package. 5
10. Give key differences between captive and IInd party outsourcing. 5

**SECTION - III (Total 60 marks)**

Question 11 is compulsory and *any three* questions from 12 to 16.

11. Define the different stages in a life cycle of a BPO process. Describe each stage in detail. 15
  12. What are the common processes being offered by the BPO Industry ? Elaborate each with examples. 15
  13. Describe the selection process career advantages and progression in F&A BPO. 15
  14. What is F and A outsourcing value chain ? How has this F and A, value chain ? Benefited the organisation by outsourcing and how has it helped India achieve global success ? 15
  15. Describe the 4 different types of roles in a BPO in India in detail. 15
  16. What are the various advantages of implementing Information-Technology in the finance domain ? 15
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