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

Term-End Examination

June, 2011

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

Time : 3 hours

Maximum Marks : 100

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- 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.*
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SECTION-I (Total 10 marks)

1. Fill in the blanks :
- (a) An invoice processing application is an _____ (management/ efficiency) tool. 1
- (b) _____ is an IT application that is implemented access a corporation to coordinate between the different process in the enterprise. 1
- (c) Employees in Process Associate/Call Centre Agent roles report to employees at _____ band. 1
- (d) Line Round is a round with _____. 1

- (e) Perceived value of services provided by employees is a function of _____. 1
2. State True or False :
- (a) There is a need for a more robust application and ERP is not the preferred solution for large corporations. 1
- (b) Employees have access to large amounts of Company's critical information and there is a risk that an employee may misuse this trust. 1
- (c) More than 1 lakh employees join the BPO industry each year. 1
- (d) In communication, body language and tone helps to express you; 1
- (e) Invoice is issued before the purchase order in AR cycle. 1

SECTION - II (Total 30 marks)

3. Why is the BPO industry a good choice for a young person to start their career ?
4. Give a brief on UK culture ?
5. Explain the "Customer Interaction and Support" process that is outsourced to a BPO.
6. Explain the Voice Round in the selection process for a BPO job.
7. Explain "Learning while earning" benefit that BPO organizations offer.
8. Describe the Reporting Teams' services provided by the BPO industry to their Global clients.
9. How can we gauge the impact of F and A outsourcing ?
10. State the advantages of "Closing and Reporting Functions".

SECTION - III (Total 60 Marks)

1. Explain all the advantages of implementing information technology in the Finance Domain. 15
 2. Which are the important organizations (companies) in the Indian BPO industry ? Introduce all of them. 15
 3. State all the phases in Finance and Accounting outsourcing and explain the most difficult phase in detail. 15
 4. Which are the Procure to Pay business functions and explain the services under each. 15
 5. What are the common processes being offered by the BPO Industry ? Elaborate each with examples. 15
 6. Explain the merits and demerits of captive as well as Third Party BPOs which is better ? State reasons in detail. 15
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