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

Term-End Examination

June, 2026

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*** *out of eight questions.*

(iii) ***Section III :*** *Question No. 11 is compulsory. Attempt any* ***two*** *questions from question nos. 12 to 15.*

Section—I

All questions are compulsory.

1. Fill in the blanks : 5×1=5

   (a) Converting the records of the company from paper to an electronic form is known as ....

   (b) BPO are typically divided into two categories ....

   (c) .... is the upcoming wave in outsourcing.

   (d) Perceived value of services provided by employees is a function of ....

   (e) .... has the components of voice and non-voice.

2. State whether each of the following are True *or* False : 5×1=5

   (a) Under back office processes, BPO employees necessarily interact with the customer.

(b) When goods are returned for credit, pro-forma invoice is issued.

(c) BPOs are the only organizations which allow its accounting employees to learn ways and practices of global accounting.

(d) Enhancing the productivity and accuracy of the business is the major reason for outsourcing.

(e) In third party outsourcing, customer has a huge risk of government permits and tax compliance.

Section—II

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

3. Explain how India is benefited through outsourcing ? 5

4. Explain the benefits of captive *vs.* third party providers. 5

5. What is the difference between Account payable and Procure to Pay ? 5

6. "Career in the BPO is a serious career and not a job." Elaborate. 5

7. What are the parameters which employers look into while hiring an employee for F & A BPO ? 5

8. Highlight the differences between Efficiency tools and Management tools. 5

9. What are the common processes being offered by the BPO industry ? 5

10. What are the pros and cons of HR outsourcing as a whole ? 5

Section—III

Note : *Question No.* ***11*** *is compulsory. Attempt any* ***two*** *questions from question nos. 12 to 15.*

11. What do you understand by Outsourcing ? Explain the benefits of outsourcing and offshoring. 5+15

12. Explain core, non-core critical and non-core non-critical processes with examples. 20

13. Highlight some of the major healthcare processes that has been outsourced and why ? What are its advantages ? 10+10

14. List out the various types of software application that one would use while working in an F & A process. What is the brief function of each of them ? 20

15. Discuss the kinds of processes and the related opportunities that are being outsourced. 20

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