

No. of Printed Pages : 5 **BPOI-001/BPOI-101**

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

Term-End Examination

December, 2025

**BPOI-001/BPOI-101 : INTRODUCTION TO
FINANCE AND ACCOUNTING**

Time : 3 Hours

Maximum Marks : 100

Note : (i) **Section I** : All questions are compulsory.

(ii) **Section II** : Attempt any **six** questions out of eight.

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

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Section—I

1. Fill in the blanks :

- (a) Post-transition to BPO, the initial work execution testing process is called 1
- (b) Training and Employee Welfare is the responsibility of 1
- (c) External sourcing advisors are 1
- (d) is the former name of Infosys BPO. 1
- (e) The largest number of job opportunities in the BPO industry is in 1

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

- (a) Companies start outsourcing with the critical and essential processes. 1

- (b) Honeywell is an Automotive Industry. 1
- (c) Base cost reporting is a part of closing and reporting function. 1
- (d) F & A jobs at the entry level are more analytical than transactional in nature. 1
- (e) In call centers, consultants usually have the history and the account information for the customers. 1

Section—II

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

- 3. What is the difference between outsourcing and business process outsourcing ? 5
- 4. What is spin offs ? Explain with examples. 5
- 5. “India is a leading insurance outsourcing destination.” Comment. 5
- 6. Explain in brief the F & A processes being outsourced. 5

7. Why is the BPO industry a good choice for a young person to start their career ? 5
8. What is the difference between voice and non-voice processes ? 5
9. Discuss different phases of outsourcing. 5
10. Explain the benefits of F & A outsourcing to the economy as a whole. 5

Section—III

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

11. If given a chance to work in the BPO industry which process would you want to work in ? Why ? 20
12. “As the market is growing for outsourcing we see that newer areas and applications are coming up.” Elaborate. 20
13. What is the approach in F & A outsourcing ? Why are these processes being outsourced ? 20

14. What are the different ways in which information technology impacts the BPO industry ? 20
15. “BPO processes have a lifecycle that begins with the initiation stage till the processes are stabilised.” Elaborate. 20

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