

DIPLOMA
German Language
Subject: Business Process Management
Subject Code: GE-102
Semester: First
January 2021
Theory (External): 70 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number

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SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

- A What are the benefits of BPO?
- B Write a short note on BPO model.
- C How BPO industry is creating job opportunities?
- D Give any example of corporate etiquette.
- E What is personal grooming?
- F How time management help in controlling stress?
- G Explain the concept of working across time.
- H Briefly explain the difference in American and UK culture.
- I Why it is essential for a BPO to understand the culture of its client?
- J Write a brief note on evolution of BPO in India.

SECTION –B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

- Q1 What is offshore BPO? Explain the challenges faced by Offshoring- BPO companies in India?
- Q2 Name any two types of Call Centres. What are the basic components of working of a Call centre? What issues and problems are faced by call centres?
- Q3 What principles are being followed while working in Teams? Explain the do's and don'ts of teamwork.
- Q4 Write a detail note on the employee structure of BPO. How compensation is being decided in BPO?
- Q5 How BPO manage the health of their employee while working in odd shift timings?
- Q6 What kind of challenges a BPO face for managing clients, customers and targets?
- Q7 How effective communication help in identifying the culture of clients? How it can be used to develop effective work practices and outcomes?
- Q8 What kind of training is given to employees of BPO to make mock calls and handling different kind of customers?

*******END OF PAPER*******