

**B.Voc. BPM and Analytics**  
**Subject: Process in BPM –II**  
**Subject Code: GBSE104**  
**Semester: 2<sup>nd</sup>**  
**Batch: 2018-21**  
**Theory (External): 35**  
**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 1 mark.
3. **Section B** comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 mark.
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**

--	--	--	--	--	--	--	--	--	--	--	--	--

## SECTION -A (OBJECTIVE TYPE QUESTIONS)

(10x1=10 Marks)

Answer the following questions in one sentence:

- Q1 Transcription
- Q2 What is Back office?
- Q3 Recruitment
- Q4 Inbound call centre
- Q5 Importance of safety signs at workplace
- Q6 PP equipment
- Q7 Tax consultancy
- Q8 Forecasting
- Q9 Payroll
- Q10 Claim Processing

## SECTION –B (ESSAY TYPE QUESTIONS)

(5x5=25 Marks)

- Q1 What are the various benefits of outsourcing? Discuss in detail.
- Q2 What is the importance of Accounting system to an organization?  
What are the various aspects of Accounting system?
- Q3 What is the importance of hiring administration in an organization?  
Why do you think an organization needs a different hiring administration?
- Q4 What are the differences between real and virtual call centres?  
Discuss in detail.
- Q5 Safety is one of the most important aspects of a workplace. Discuss different ingredients of workplace safety.
- Q6 Discuss the importance of team building in an organization.
- Q7 What do you understand by back office? What are the jobs associated with Back Office? Discuss in detail.
- Q8 What do you understand by Forecasting? Why forecasting is important for an organization? How does it help in the growth of an organization.

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