

191003

DIPLOMA IN GERMAN LANGUAGE

Subject: Business Process Management

Subject Code: GBSE102

Semester: First

October 2019

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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- D. 'Developing countries' such as China or India benefit from the patronage of companies that outsource to them in terms of:
- a) Job prestige and education
 - b) Increased quality of life
 - c) Increased wages
 - d) All of the above
- E. One criticism of outsourcing is that:
- a) The price paid by the customer is very high
 - b) There are delays in meeting the demand
 - c) The interaction bears no flexibility
 - d) Product quality suffers
- F. The two underlying reasons for outsourcing are:
- a) Economies of scope and quality concerns
 - b) Personal benefits and network access
 - c) Economies of scale and lower wage costs
 - d) Hedging and cultural diversity
- G. Strategic alliances are:
- a) One of the many ways in which firms may enter foreign markets
 - b) Not at all favoured by smes as they are perceived to be too risky
 - c) The most common market entry mode used by known multinationals
 - d) More successful than other market entry modes
- H. Which of the following is not an example of subcontracting?
- a) Strategic development subcontracting
 - b) Expanded subcontracting
 - c) Vertical subcontracting
 - d) Simple subcontracting
- I. Difference of cost, which occurs while considering alternatives can be classified as
- a) Dependent cost
 - b) Independent cost
 - c) Incremental cost
 - d) Differential cost
- J. Production of goods or services that can be bought from outside suppliers is classified as
- a) Idle sourcing
 - b) Sunk sourcing
 - c) Outsourcing
 - d) In-sourcing

SECTION –A (OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

Q1 All questions are compulsory

- A. Outsourcing technically means:
- Moving functions or activities out of an organization
 - The delegation of non-core operations from internal production to an external entity specializing in the management of that operation
 - Buying resources from outside a company's main domestic market
 - A or b above
- B. Outsourcing is used by an organization in the interest of:
- Redirecting or conserving energy directed at the competencies of a particular business
 - Lowering firm costs or to make more efficient use of worldwide labour, capital, technology and resources
 - Making more efficient use of worldwide labour, capital, technology and resources
 - Any of the above
- C. Under conditions of globalization, outsourcing and offshoring are not mutually exclusive; however, outsourcing differs from offshoring in that
- Outsourcing is relative to the nation while offshoring is relative to the restructuring of the firm
 - Offshoring represents a relocation of an organizational function to a foreign country, not necessarily a transformation of internal organizational control, while outsourcing means sharing organizational control with another organization, or a process of establishing network relations within an organizational field
 - Outsourcing is relative to the restructuring of the firm while offshoring is relative to the nation
 - B or C above

SECTION –B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

- Q1 Compare and contrast the various Business Process Outsourcing Models widely preferred in Indian Context.
- Q2 What is Off-shoring? Elucidate the challenges of Offshoring for BPO companies in India.
- Q3 Figure out the various types of job opportunities for prospective employees in BPO Industry. Throw light on the kinds of job profiles in various functional areas of a BPO organisation.
- Q4 Elucidate the recognised types of call centres. Also explain the working of a call centre in detail using an example from BPO industry.
- Q5 Identify the principles of team work. What are the do's and don't for successful team work.
- Q6 Explicate the work culture of American BPO Companies using examples.
- Q7 Examine the range of corporate etiquette and manners necessarily need to be possessed by professionals working in BPO Industry.
- Q8 Review the current status of BPO Industry in India. What are the challenges and key issues in their growth momentum?

END OF PAPER
