

A

200915

DIPLOMA
German Language
Subject: Business Process Management
Subject Code: GBSE-102
Semester: First
September 2020
Theory (External): 70 Marks
Time: 03 hours

INSTRUCTIONS TO THE STUDENTS

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 8 questions out of which student need to attempt any 4 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

ESSAY TYPE QUESTIONS

1. Explain the life in BPO. Give an illustration to explain the system.
2. Give the process of various business processes, challenges and resolution of customer queries.
3. What are the different career opportunities and growth in the BPO Industry?
4. Explain the tools to understand the culture. Give an overview of the American and U.K Culture.
5. What is Human psychology and How can anyone keep the emotions under control while dealing with customers.
6. Give an example of corporate etiquettes.
7. What are the problems and drawbacks of a BPO Industry?
8. Give some light on the evolution of BPO Industry.

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