

Roll No.

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Course: DIPLOMA
Program: DIPLOMA IN GERMAN LANGUAGE (BATCH-V)
Subject: Business Process Management
Code: GBSE-102
Semester: II

Time: 03 Hours**Max Marks: 70****Instructions to the Students:**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of short answer type. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 long answer type questions out of which students must attempt any 5. Each question carries 10 marks.
4. Do not write anything on the question paper.

| Q.No. | SECTION –A (SHORT ANSWER TYPE QUESTIONS) | Marks |
|-------|---|-------|
| 1. | a) Describe the term Growth drivers? | (2) |
| | b) What do you mean by BPO models? | (2) |
| | c) Elaborate the basic benefits of BPO? | (2) |
| | d) Brief about contact call centre BPO? | (2) |
| | e) Describe about different types of vendors? | (2) |
| | f) How to describe principles of team work? | (2) |
| | g) Explain about the technology and components of call centres? | (2) |
| | h) Give details about the importance of corporate etiquettes? | (2) |
| | i) Illustrate the term personal grooming? | (2) |
| | j) Describe about study of perceptual images? | (2) |
| | SECTION –B (LONG ANSWER TYPE QUESTIONS) | |
| 2. | Explain about evolution and challenges of Off shoring BPO companies in India? | (10) |

3. Mention about employee opportunities, skill set requirements, employee structure and compensations levels in BPO industries in India? (10)
4. What are the issues and problems of call centres and also explain the various types of call centres in India? (10)
5. Write about Do's and Don'ts while working in a team? How you learn to keep your emotions under control? (10)
6. Elucidate about conflict management and stress management in detail along with its steps? (10)
7. Describe about the concept about working across time? How employee keep himself healthy while working in different shifts in BPO industry? (10)
8. Differentiate between American culture and U.K culture in BPO industry? What are the different tools to understand these cultures? (10)
9. How you create new customers, retain previous clients and regularly achieve targets in BPO industry? Explain it in detail? (10)

==END OF PAPER==