

**DIPLOMA**  
**German Language**  
**Subject: Business Process Management**  
**Subject Code: GBSE-102**  
**Semester: Second**  
**September 2022**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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**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 Define business process.
- B What are the benefits BPO?
- C What do you mean by BPO Models?
- D What do you mean by vendors?
- E What is shoring?
- F What is customer queries?
- G Define call centre.
- H What are tools to understand culture at BPO?
- I What do you mean by skill?
- J What is Stress tolerance

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**SECTION –B (ESSAY TYPE QUESTIONS)**  
(5x10=50 Marks)

- 1 What do you understand by working across shifts keeping in view your health parameter.
- 2 How BPO works in India?
- 3 What are the challenges of off shoring?
- 4 What do you understand by culture at BPO industry? Differentiate between UK and Us culture.
- 5 Explain different types of call centres.
- 6 What are the challenges and resolution of the customer queries?
- 7 What are the opportunities and growth in BPO Industry
- 8 Define the principles of team work.? What are Do's and Don'ts while working in a team?

— END OF THE PAPER —