

2107053

DIPLOMA
German Language
Subject: Business Process Management
Subject Code: GBSE102
Semester: First
July 2021
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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SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A What is business process management?
- B What do you mean by vendors ay BPO industry?
- C What is team work?
- D Define Conflict Management?
- E What is personal grooming?
- F What is control management?
- G Define BPO.
- H What is call centre?
- I Define culture?
- J Define Management?

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

- 1 Explain the benefits of BPO.
- 2 Describe the different types of vendors.
- 3 Explain the importance of personal grooming.
- 4 Describe the employment opportunities in BPO industry?
- 5 Elaborate the process of Do's and Don'ts while working in a team at BPO industry?
- 6 What do you understand by working across shifts keeping in view your health parameter?
- 7 What are tools to understand the culture and Differentiate between American and UK culture?
- 8 Define the principles of team work.

— END OF PAPER —