

2207M022

B.Voc
Management-BPM and Analytics
Subject: Process in BPM-II
Subject Code: MHR-502
Semester: Second
July 2022
Theory (External): 35 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 1 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 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)
(10x1=10 Marks)

- A. Why are the benefits of Outsourcing?
- B. What do you mean by Workforce Management?
- C. What kind of services are provided by BPO industry?
- D. Write a short note on "payroll services."
- E. What do you mean by accounting transactions?
- F. Explain the importance of training in a BPO environment.
- G. What do you mean by Team Building?
- H. What is the two differences between Outbound and Inbound?
- I. What do you mean by Staffing?
- J. What is office safety checklist?

SECTION -B (ESSAY TYPE QUESTIONS)
(5x5=25 Marks)

1. You are a team leader in a BPO company. Explain the process of workflow management at BPO.
2. What is a Call Center? Explain the difference between the Real Call centre and Virtual Call centre.
3. Write a short note on Risk Management
4. Explain the various functions of back office management at ITeS sector.
5. Write short notes on the following:
 - a) Health and safety management
 - b) Workplace safety
6. Explain the various safety measures that are required at BPM sector.
7. Mention any four business segments in which BPO are used.
8. What do you understand by designing a process improvement plan? Explain the principles you will follow to design a process improvement in the BPO industry.

==END OF PAPER==