

2202M015

BACHELOR OF VOCATION
Management BPM and Analytics
Subject: Process in BPM-I
Subject Code: MHR-501
Semester: First
February 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 mark.
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									



SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x1=10 Marks)

- A Explain the different types of BPO Models.
- B Mention the challenges of off shoring.
- C What kind of skill sets required for employment in BPO Industry?
- D Explain some of the Corporate Etiquettes.
- E Enumerate the working of call centres.
- F State ant two challenges of call centre in Indian market. .
- G Explain Do's and Don't of the team work.
- H Explain any two tools for understanding culture?
- I Differentiate between American and UK working culture with respect to BPO.
- J Define personal grooming.

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

- 1 Identify the potential opportunities as well as challenges for BPO industry in India. Explain
- 2 Throw some light on the concept of Offshore BPO? State the prominent challenges for Offshore BPO Companies in India.
- 3 State the key opportunities and major problems with respect to Employment in BPO Industry in India.
- 4 Explain shift working culture in BPOs. What are problems that you think employee generally faced in shift working.
- 5 What do you mean by a Team? Is team working necessary in case of Call centres?
- 6 Discuss the different time management principles that suits to BPO industry. .
- 7 Compare and contrast the Indian and American Culture on account of BPOs.
- 8 What are the coping strategies for dealing conflict and Stress in case of Call centres?

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