

# BPO AND KPO MANAGEMENT



**Brand:** Mehta Solutions

**Product Code:** case750

**Weight:** 0.00kg

**Price: Rs500**

## Short Description

## **BPO AND KPO MANAGEMENT** case study

## Description

### Part One:

1. Manpower can be retained by which of the following technique:
  - a. Comfort and Care
  - b. Problem-Solving technique
  - c. Attention
  - d. Proper Training
2. Which of the following is not a challenge to the BPO Industry?
  - a. Data Security
  - b. Poor Infrastructure
  - c. Attrition
  - d. Lack of Identity

3. Pricing technique where a customer pays a flat rate for services is:
  - a. Variable Pricing
  - b. Unit Pricing
  - c. Fixed Pricing
  - d. Risk/Reward sharing
4. A MIS report that deals in compliance related to quality and timeliness is:
  - a. Cash Tracker Report
  - b. Senior Management Report
  - c. SLA Compliance Report
  - d. Production Report
5. Off – Shoring means \_\_\_\_\_.
5. Size, quality, labor cost etc. are categorized into which form of ITES to be outsourced:
6. People Attractiveness
  - b. Labor Attractiveness
  - c. Location Attractiveness
  - d. Quality Attractiveness
7. The risk that include errors in estimating overall time for mitigating is a:
  - a. Data Security Risk
  - b. Transition Risk
  - c. Transactional Risk
  - d. Loss of Control Risk
8. Mitigating of Risk means \_\_\_\_\_.
9. Which of the following is not a benefit derived from BPO?
  - a. Improved Accountability
  - b. Operational Cost Control

- c. Improved HR**
- d. IPR Protection**
- 8. The service that comprises of areas related to the functional operations is:**
  - a. Vertical Service**
  - b. Horizontal Service**
  - c. Diagonal Service**
  - d. Service Focused Service**

**Part Two:**

- 1. Define the term ‘Emotional Intelligence’.**
  - 2. Differentiate between BPO and KPO.**
  - 3. Discuss in brief the Web – based Market Research process in the KPO’s.**
  - 4. Write a short note on ‘Change Management’.**
  - 5. Discuss in brief the problems faced by BPO’s.**
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- 1. Discuss about the various training programmes offered by Intel net Global Company.**
  - 2. Write a short note on:**
    - Contract Centre Operation**
    - Human Resource Management**
  - 2. Discuss about the various activities performed by Hinduja TMT.**
    - 2. Write a short note on:**
      - Disaster Recovery Centre**
      - BPO Arm in Hinduja TMT**

- 3. Discuss the different strategies that are adopted by the BPO's to control their Attrition.**
- 2. What are the Pros and Cons of BPO?**
- 3. Write a note on the SWOT Analysis of Indian BPO Industry.**

### **Details**

- 1. Case study solved answers**
- 2. pdf/word**
- 3. Fully Solved with answers**