

# BPO INDUSTRY



**Brand:** Mehta Solutions

**Product Code:** case996

**Weight:** 0.00kg

**Price:** Rs500

## Short Description

**BPO INDUSTRY** case study

## Description

### Multiple Choices:

1. Which of the following is not included in Porter's Five Model for competitiveness?
  - a. Threat of New Entrants
  - b. Degree of Rivalry
  - c. Bargaining Power of Suppliers
  - d. Government Strategies
2. Which of the following is not a benefit of a BPO?
  - a. Cost Reduction
  - b. Cross – pollination of best products
  - c. Focus on core process

- d. Automatic call distributions**
- 3. In stage there is orderly transfer of activities to the service provider.**
  - a. Negotiation**
  - b. Ongoing Management**
  - c. Implementation**
  - d. Preparation**
- 4. List the Process of Outsourcing in appropriate order:**
  - i. Listing out available in – house resources**
  - ii. Signing the contract**
  - iii. Negotiations, including a letter of intent and usually a contract with terms & conditions**
  - iv. ‘Steady state’ period, which makes the end of the transitioning phase and the beginning of the cost cutting phase of the company**
  - a. i, iii, ii, iv**
  - b. i, iv, iii, ii**
  - c. i, ii, iii, iv**
  - d. I, iii, iv, ii**
- 5. The BPO that handles almost all the transactional and administrative processes or other several functions are:**
  - a. Comprehensive BPO**
  - b. Transactional BPO**
  - c. Niche BPO**
  - d. ITO**
- 6. The model which is preferred when the client requires that the job should be done quickly and successfully:**
  - a. Revenue Distance Model**

- b. Global delivery Model**
  - c. Built – Operate – Transfer Model**
  - d. Blended Offshore Outsourcing Model**
7. Which of the following is not a main certifying agency for Indian BPO?
- a. IRDA**
  - b. KPMG**
  - c. DNV**
  - d. STQC**
8. Challenges related to information infrastructure and branding is a type of a KPO challenge.
- a. Internal Challenge**
  - b. Industry Challenge**
  - c. Customer Challenge**
  - d. Competitor Challenge**
9. Which of the following is not a dimension of service quality?
- a. Empathy**
  - b. Reliability**
  - c. Assurance**
  - d. Responsiveness**
10. COPC – 2000 is a:
- a. Quality Certificate**
  - b. Measurement Certificate**
  - c. Performance Certificate**
  - d. Regulatory Certificate**

**Part Two:**

- 1. Differentiate between BPO, KPO and PPO.**
  - 2. Define the term 'COBIT'.**
  - 3. Write a short note on 'Corporate Governance'.**
  - 4. Differentiate between BPO and Call Centers.**
  - 5. Define 'Outsourcing'.**
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- 1. Discuss in detail about the solutions offered by EBay to the healthcare providers.**
  - 2. Discuss in detail about the career opportunities with Suyash software.**
    - 1. Explain porter's Five Forces Model of Competition with reference to the BPO Industry in India.**
  - 3. Discuss in detail the main challenges of BPO Industry.**
    - 3. What are the different models of Business Process Outsourcing?**

## **Details**

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