

**ST. JOSEPH'S COLLEGE (AUTONOMOUS) BENGALURU-27**  
**MID SEMESTER EXAMINATION- AUGUST 2019**  
**B.COM-BPS- III SEMESTER**  
**BPS3318: FINANCE AND ACCOUNTING FOR BUSINESS PROCESS SERVICES**

**TIME: 1 Hour**

**MAX. MARKS: 30 Marks**

**SECTION A**

**Answer any FIVE of the following questions. Each question carries two marks. (5x2=10)**

- 1) What is lean?
- 2) State the reason for business process outsourcing.
- 3) What is E- Logistics?
- 4) Define facility management.
- 5) Pass the journal entry for the following accounts receivable transaction
  - a. Rs. 5000 received from the customer on settlement of his account
  - b. Rs. 5000 received from the customer on settlement of his account and allowed him discount @1.5% .
- 6) State the meaning of Bill to, Sold to, and Ship to Account.
- 7) Define metrics.

**SECTION B**

**Answer any TWO of the following questions. Each question carries five marks. (2x5=10)**

- 8) Explain different phases of outsourcing.
- 9) Explain the process of fish bone diagram or Root cause analysis.
- 10) What is outsourcing? Explain the outsourcing service in the area of finance and accounting.

**SECTION C**

**Answer the following compulsory question. The question carries ten marks. (1x10=10)**

- 11) Explain the roles and responsibilities of authorities in BPS.

\*\*\*\*\* End of Question Paper \*\*\*\*\*