**Managing Business Process Outsourcing**

**December 2022 Examination**

**1. India has been a preferred destination for outsourcing industry, thereby providing a boost to the economic growth of India in the last two decades. Companies from across the globe look up to the Indian BPO industry for reliable service for their business requirements. It has contributed to the service sector development as well as infrastructure improvements in non-metro location in India. The BPO industry, despit its impressive growth and global advantage, is facing several challenges and risks. These risks have a potential to slow down the Indian growth story. The cost advantage has been reducing due to increase in wage parity and other global destinations such as China, Philippines, Malaysia, Brazil etc. growing in reputation as low cost service delivery. BPO industry in India also faces, challenges with the high attrition rates, increasing use of Artificial Intelligence, process automation technologies, volatility of the Indian currency and global economic slowdown. The Indian BPO industry must mitigate the risks and challenges in order to realize its true potential.**

**In view of the current scenario, categorize the above risks into the people risks, technology risk and process risks. What would be your suggestions to mitigate the risks facing Indian BPOs. (10 Marks)**

**Ans 1.**

**Introduction:**

Business Process Outsourcing is a method of acquiring a specific work process or procedures to establish the outer service providers. It regulates the precise procedure according to specified and quantifiable efficiency metrics. This service can include the bookkeeping, outbound telemarketing, data recording, social media advertising and marketing, consumer assistance for substantial business, and much extra.

BPO is a business activity where an organization re-appropriates at least among its business capacities to outsiders to do these jobs for them. It provides service on numerous platforms that

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**2. Too often, once a project is completed, management attention goes elsewhere and things revert to the way they were. Often the anticipated benefits are not realized or even audited to see if the goals were reached. If there were benefits, they are often not applied throughout the organization. Many pitfalls can happen when process improvement is attempted one process at a time. It is difficult to tell which processes contribute the most to achieving the business objectives or which process is the critical process to improve.**

**Can business process portfolio management help in such situations and how? (10 Marks)**

**Ans 2.**

**Introduction:**

Associations regularly welcome periodic interaction renovations centered around our organization procedures and could associate the business method. There ought to be progressing, association-wide job to study, assess the results and use fruitful executions to comprehend each of the advantages of different BPM undertakings. An interaction profile is feedback. BPM is a vast cross-useful organization process that generates a substantial company result. The accent is done as opposed to the area where it is done, like a division or region of the organization.

**3. Peripheral business processes such as employee travel and transportation have been a business process most popular for outsourcing. Organizations have developed strategic partnerships to make travel to work for their employees easy and trouble free. Public transport using bus, train or metros becomes unreliable especially when one needs to reach meetings and close deals on time. Cabs have been made available through various fleet cab vendors in an effort to ensure employees do not miss client meetings, flights and are able to reach the place of work in time. Corporate cab services also help employees a great deal especially when they need to travel long distances for work. The employees have started not just expecting but demand such services from their organizations. These are particularly critical in workplaces where working in shifts is a norm. There are various issues which need to be taken into consideration while engaging with a transportation or travel partner such as a fleet cab vendor. Organizations have a lot to gain by developing a robust business partnership model with such vendors.**

**a. Why is travel and transportation is considered as a non-core process? What are the challenges or issues which have to be considered in choosing a business process outsourcing partner in this case? (5 Marks)**

**Ans 3a.**

**Introduction**

At present, organizations trust a robust BPO treatment. It equips cycles, for example, information passage, to be carried out much more swiftly than they can all alone. Client experience is improved with the assistance of professionals in business processes everywhere. The future's looking brilliant for the BPO market. While picking a BPO partner, observe the principal five

**b. Explain what would be the benefits of outsourcing travel and transportation to a external service provider. (5 Marks)**

**Ans 3b.**

**Introduction:**

If the organizations allot their organization jobs/undertakings to outside organizations, which exist abroad, this is called offshore re-appropriating. They can flawlessly work their phone call habitats, money and bookkeeping, helpdesks, and administrative facility with the help of seaward re-appropriating. One considerable advantage of this reevaluation is the company's admission to