

National Institute of Open Schooling
Secondary Course : Business Studies
Lesson 11 : Outsourcing
Worksheet - 11

1. Your friend facing difficulty in managing the business operations. One of his friends suggested him to go for outsourcing. But he does not understand the concept of outsourcing. As a good friend, explain to him the concept of outsourcing. Also explain the meaning of off shoring with the help of examples.
2. M/S Diksha Ltd. decides to outsource their back office operations to third -party service providers. What will be the benefits this company will get by outsourcing their business operations?
3. How does the organization realize the benefits of reengineering as an outsourcing benefit.
4. Your friend does not know the difference between Business process outsourcing (BPO) and Knowledge Process Outsourcing (KPO). Explain to him the difference between the two in a simple way.
5. KPO is the upward shift of BPO in the value chain. In the light of this statement, elaborate the concept of KPO (Knowledge Process Outsourcing).
6. Mr. Sharma does not know the concept of Business process outsourcing (BPO). How would you explain to him the concepts of BPO with the help of suitable examples?
7. How does Knowledge Process Outsourcing (KPO) play an important role in the development of a BPO in India?
8. Discuss the two categories of BPO with the help of an example.
9. KPO is a one step extension of Business Processing Outsourcing (BPO).Do you agree with this statement.
10. How does Knowledge Process Outsourcing (KPO) help in Cash Infusion?