

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF COMMERCE

DEPARTMENT OF ECONOMICS

**PROGRAMME: MASTER OF SCIENCE IN PURCHASING AND SUPPLY CHAIN
MANAGEMENT**

EXAMINATION

JUN 2023

COURSE: MANAGING GLOBAL BUSINESS PROCESSES OUTSOURCING (MSC 511)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer any four (4) questions.
2. Begin a new answer on a fresh page.
3. No cell phones are allowed in the examination room.

Question 1

Critically evaluate how SMEs may use management techniques to mitigate common BPO risk factors to gain advantages offered by BPO. **(25Marks)**

Question 2

Discuss the infrastructural considerations and challenges that arise after the BPO project has been launched and operations have begun. **(25Marks)**

Question 3

Discuss the potential costs related to analysis, implementation, transition and maintenance of a BPO initiative in an industry of your choice. **(25Marks)**

Question 4

Using the three-dimensional BPO selection Matrix determine how decisions to outsource activities may be reached. **(25Marks)**

Question 5

Discuss the major drivers of Business Process Outsourcing (BPO) in developing countries like Zimbabwe. **(25Marks)**

Question 6

Discuss the differences between negotiating an outsourcing contract and a traditional commercial contract. **(25Marks)**

END OF EXAMINATION PAPER