

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF ECONOMICS

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

EXAMINATION

OCT 2024

COURSE: MANAGING GLOBAL BUSINESS PROCESSES OUTSOURCING (MSC 511)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Section A is compulsory
2. Answer any three (3) questions from Section B.
3. Begin a new answer on a fresh page.
4. No cell phones are allowed in the examination room.

Section A (This section is compulsory)

Question 1

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

Section B (Choose any 3 questions from this section)

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

Question 4

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

Question 5

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

Question 6

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

END OF EXAMINATION PAPER