

NIOS lesson adaptation project

by  **Embrace** The power within you! Volunteers

(A community initiative of Harchan Foundation Trust)

CHAPTER -11

OUTSOURCING

This project is aimed at supporting children with different needs. Information provided is adapted to the best of knowledge by the volunteers. For complete information please refer to the NIOS resources in <https://www.nios.ac.in/online-course-material/secondary-courses.aspx>.

KWL Chart

K- What does the child KNOW	W-What does the child WANT to know	L-What has the child LEARNT
	Concept of Business Process Outsourcing(BPO)	
	Concept of Knowledge Process Outsourcing(KPO)	
	Importance of BPO and KPO	
	Difference between BPO and KPO	

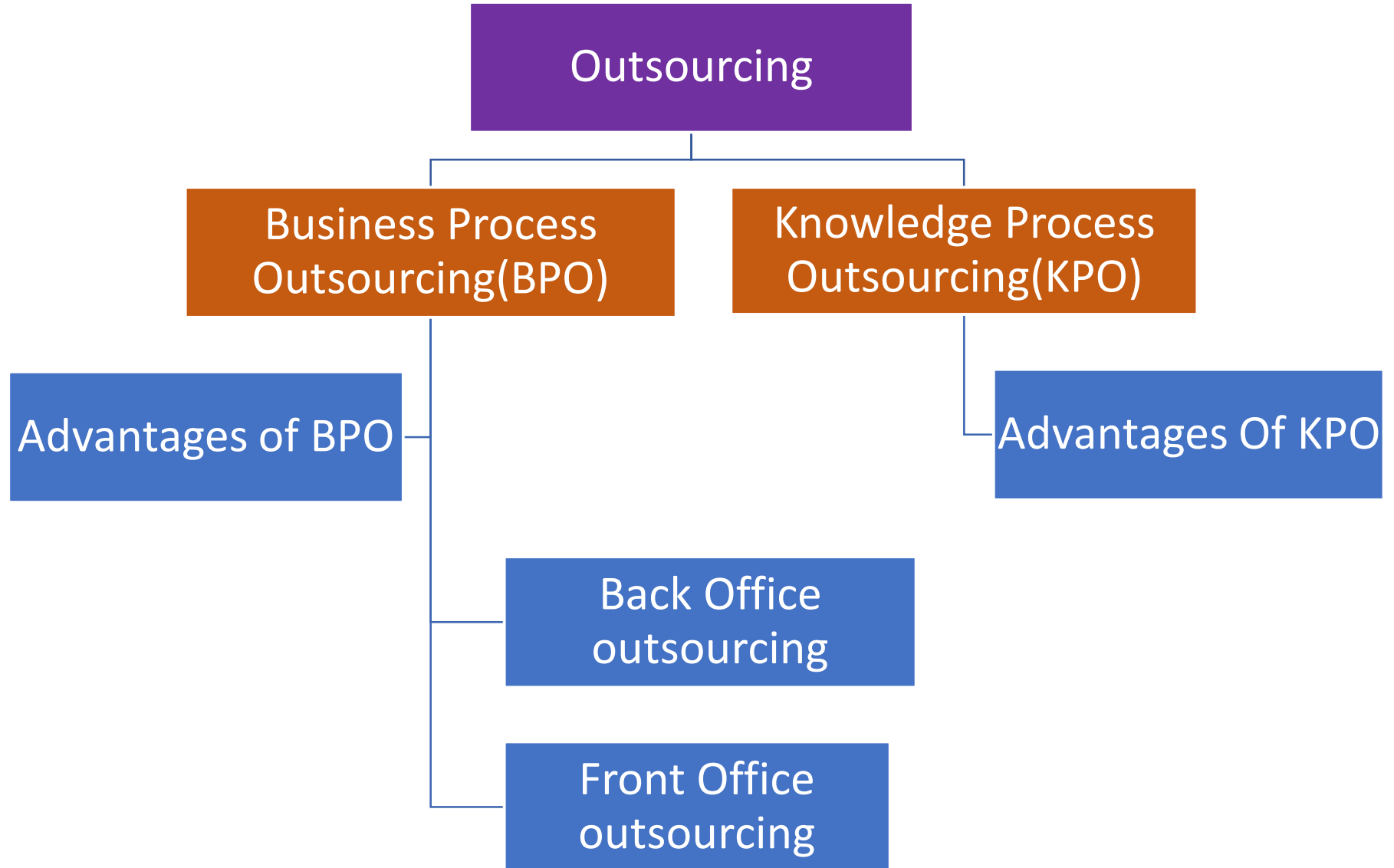
Keywords and Meanings

Keywords	Meaning
Outsourcing	Outsourcing is any task or job is given to another company who is an expert in doing that task or job.
Delegate	To give a particular job to someone else, so that they can do it for you.
Off shoring	The practice of outsourcing jobs overseas(to another country) is known as off shoring
Payroll	Payroll is the process of calculating and distributing wages and other payments to the employees by the employer

Keywords and Meanings

Keywords	Meaning
Administrative jobs	Administrative jobs are related to internal matters like accounts, record maintenance, etc.
Conventional	Traditional or old methods of working
Reengineering	Re-designing is a processes to bring about a drastic improvement in cost, services, quality and speed of the company

Mind Map

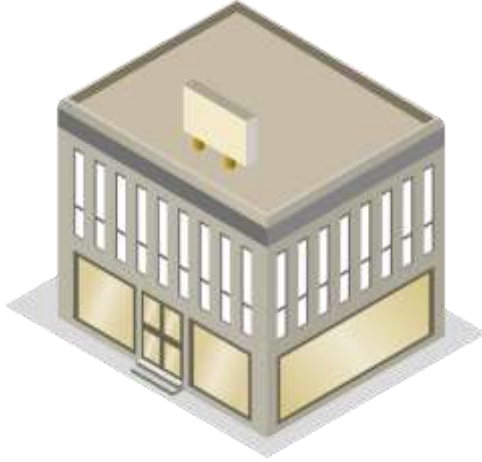


Concept of **B**usiness **P**rocess **O**utourcing-**BPO**

Business Process Outsourcing(BPO) is a process in which

- A company delegates some of its business processes to **another party**.
- Passes over total control of process to them.
- Makes **payment to the party for their job**.

Examples of BPO



An insurance company outsourcing the claim settlement jobs to an agency which can efficiently settle the claims with their clients



An Insurance Company

Claim processing services



A manufacturing company outsourcing a call centre to attend to the costumers calls regarding enquiries and complaints



Manufacturing company

Call Centre

Back Office Outsourcing

Back office outsourcing is the **delegation** of a company's **internal business functions** to the third party such as

- Billing,
- Purchasing

Examples of Back Office Outsourcing

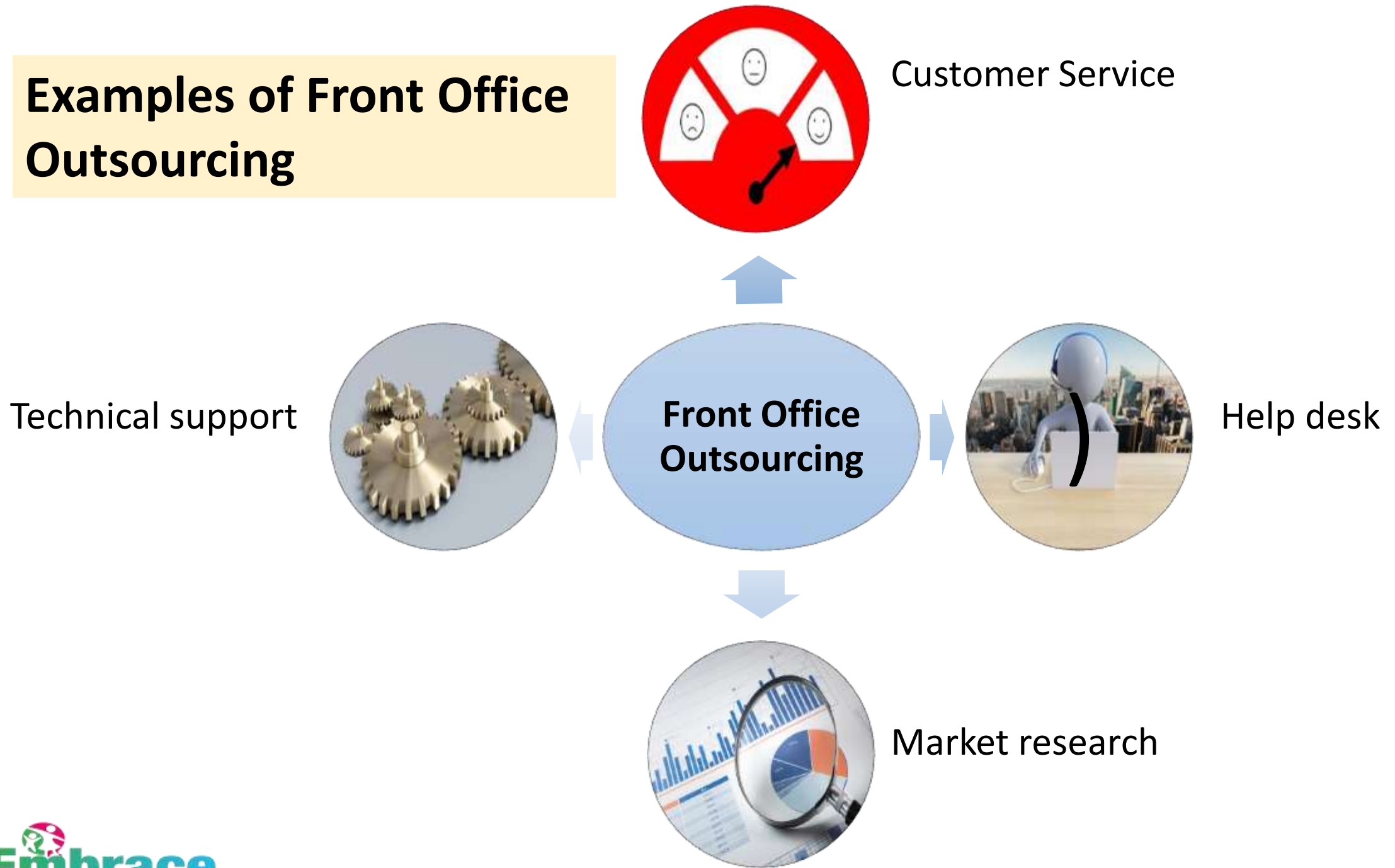


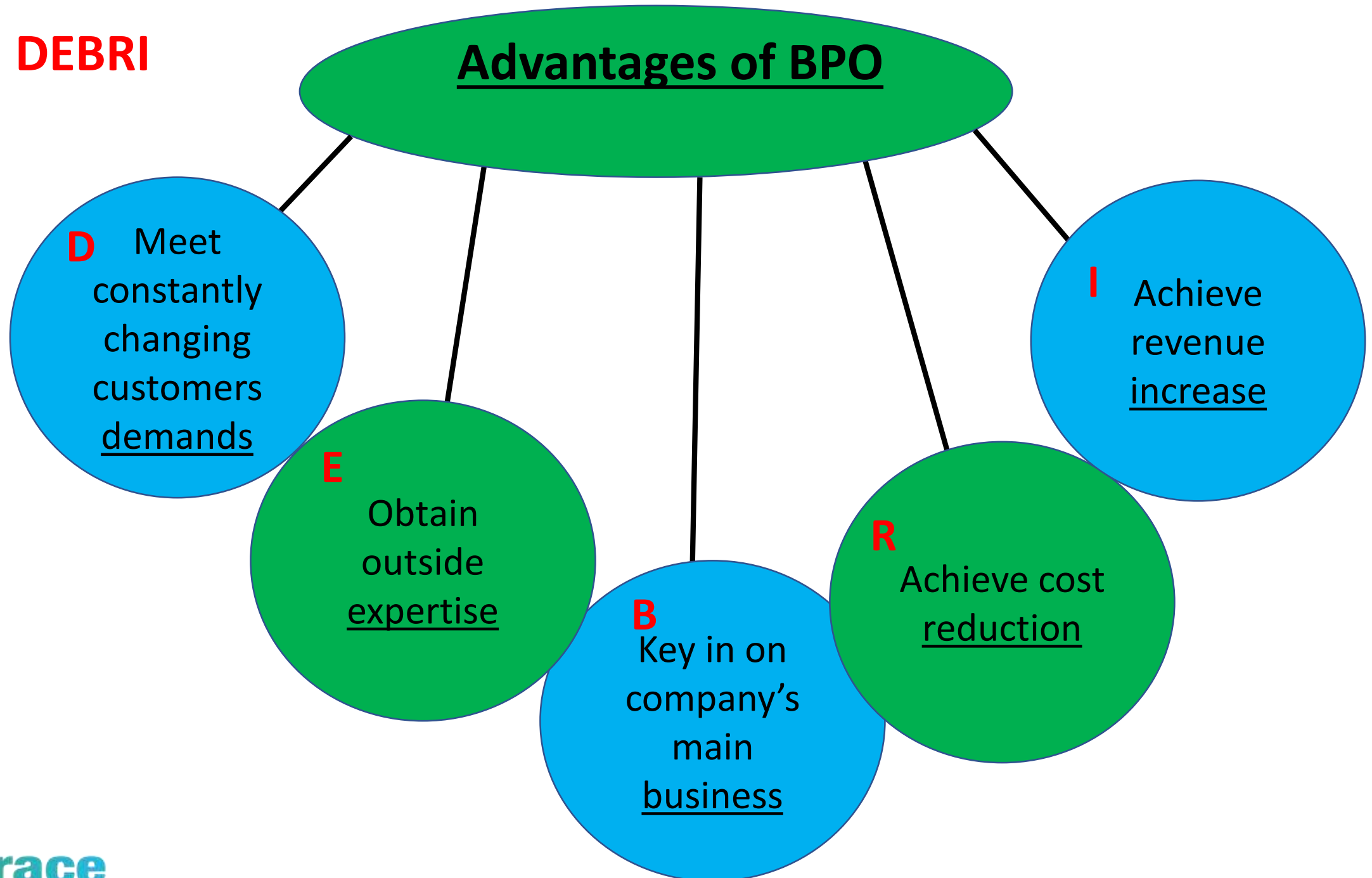
Front Office Outsourcing

Front office outsourcing is the **delegation** of a company's **costumer related services** to the third party such as

- Sales,
- Customer support

Examples of Front Office Outsourcing





Advantages of BPO

D-Meet constantly changing customer **d**emands

E- Obtain outside **e**xpertise

B-Key is on company's main **b**usiness

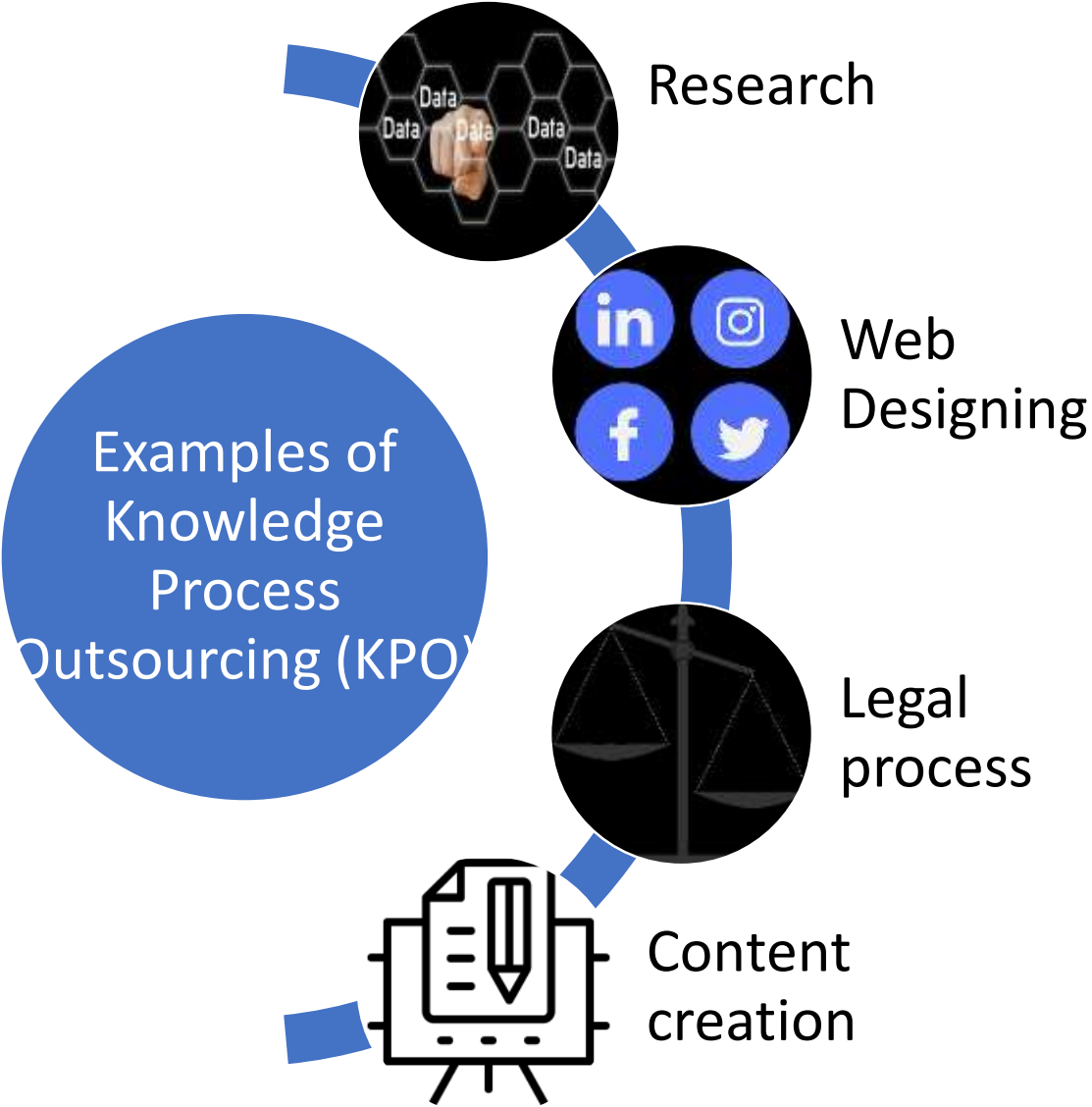
R- Achieve cost **r**eduction

I- Achieve revenue **i**ncrease.

Knowledge Process Outsourcing(KPO)

Knowledge process outsourcing is the **delegation** of high level tasks to an outside organization, generally **off shoring** or a different group(possibly in a different geographic location) within the same organization. In **BPO**, focus is on **process expertise**, whereas in **KPO**, focus is on **Knowledge(skill) expertise**.

Examples of Knowledge Process Outsourcing



CRAP-AIR

Advantages of KPO

C Cost
Reduction

R Maximum use
of resources

A Access to top class
capabilities

A Accelerate
Reengineering
Benefits

I Cash Infusion

P Solution to
difficult
problems

R Minimum Risk

Advantages of KPO

- C-** Cost Reduction
 - R-** Maximum use of resources
 - A-** Access to top class capabilities
 - P-** Solution to difficult problems
-
- A-** Accelerate Reengineering benefits
 - I-** Cash Infusion
 - R-** Minimum Risk

Difference Between BPO and KPO

Business Process Outsourcing(BPO)	Knowledge Process Outsourcing(BPO)
Insists for labor and requires less skilled activities	Deals with specialized knowledge based activities
Basic qualification is enough to work in BPO sector	Highly qualified and skilled professionals required
Involvement with the client is low	Involvement with the client is high
Salary of the employee is low	Salary of the employee is high
Examples: Customer care, tele-marketing,sales etc	Examples: Engineers, Doctors, Lawyers etc

List of Volunteers

Embrace-NIOS lesson adaptation project

(A community initiative of Harchan Foundation Trust)

Mentors (Volunteers) : Banu Arjun, Hema Bhatia, Indumathi , Kalpana Sankar, Priya Balasubramanian, Renu Goyal, Sowmya Srikumar, Viraja.

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"volunteers don't necessarily have the time, they just have the **HEART**."

~ elizabeth andrew

Thank You
Volunteers.

Picture Credits

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7	An insurance company- https://openclipart.org/image/800px/264964
7	Call centre- settlem https://images.unsplash.com/photo-1504384308090-c894fdcc538d?ixlib=rb-1.2.1&ixid=eyJhchBfaWQiOjEyMDd9&auto=format&fit=crop&w=500&q=60
7	Manufacturing unit- https://encryptedtbn0.gstatic.com/images?q=tbn%3AANd9GcRyDjc8AcCnDNtMQ_IAY7rll6FngY-tp-FVnw&usqp=CAU
9	PAYROLL- https://openclipart.org/detail/31207/money-bag
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