



**Creating a World
of Leaders**

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EXECUTIVE DIPLOMA IN BPO MANAGEMENT



Eligibility:
12th Pass/Above



Duration :
Regular (1 Year)
Fast Track Available



Work Experience:
2 Years

Course Description

In simple terms, BPO deals with contracting of the operations and responsibilities of a specific business process to a third party service provider. BPO is a very vast field. It can be broadly classified into the following types –

- Back Office Outsourcing
- Front Office Outsourcing
- Offshore Outsourcing
- Near shore Outsourcing

The right & deemed fit students will be provided with 100% placement assistance



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ABOUT US

N.I.M.S is a division of Norwich Group based in South India for more than a decade. Norwich Institute of Management Studies helps in training, online courses and online exams. All the Certificates are affiliated from International Council of Distant Education (ICDE). All the online courses and exams will be well monitored by the institution and, the provided certificates are ISO certified and can also be used for International Travel and study based programs.

Our Subjects

- Essentials of Management
- Introduction to BPO
- Training Methodology in BPO Organization
- Technology aspects of BPO
- E-Customer Relationship management
- General Management

Exam & Duration:

Online Exam: 2 hours/paper

Total Fees For Indian Residents : Rs. 33040*

Total Fees For Foreign Residents : US \$ 560

*Terms and conditions apply