

€ TRAINING

Business Process Outsourcing Management





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Introduction:

This training program is designed to equip participants with the necessary skills and knowledge to effectively manage outsourced business processes. Through a combination of theoretical learning and practical exercises, participants learn how to identify outsourcing opportunities, select suitable vendors, and oversee the implementation and performance of outsourced services.

Program Objectives:

At the end of this program, the participants will be able to:

- Identify potential areas for outsourcing within their organization and evaluate the suitability of outsourcing for specific business processes.
- Develop comprehensive outsourcing strategies, including vendor selection criteria, contract negotiation, and performance measurement frameworks.
- Effectively manage outsourced relationships, ensuring alignment with organizational goals, quality standards, and regulatory requirements.
- Implement best practices for mitigating risks associated with outsourcing, such as data security, intellectual property protection, and operational disruptions.
- Continuously monitor and optimize outsourced processes to drive operational excellence and achieve cost savings for the organization.

Targeted Audience:

- Top management.
- Head of departments.
- Managers.
- Strategic planning department.

Program Outlines:

Unit 1:

Move Towards Globalization:

- Definitions of Globalization.

- History of Globalization.
- Measuring Globalization.
- Effects of Globalization.
- Jobs Produced in Globalization.
- Critics About Globalization.

Unit 2:

Introduction to Outsourcing:

- Reasons to Outsource.
- Management and the Corporation.
- Qualifications of Outsourcers.
- Labor and Government.
- Definition of Legal Process Outsourcing.

Offshoring:

- Definition of Offshoring.
- Offshoring Terminology.
- Focus and Strategy of Offshoring.
- Intellectual Property.
- Debate About Offshoring.
- Concerns About Offshoring.

Unit 3:

Introduction to Business Process Outsourcing:

- Benefits of Business Process Outsourcing.
- Limitation and Threats of Business Process Outsourcing.
- Website Management Outsourcing.
- Recruitment Process Outsourcing.

Unit 4:

Business Process:

- History and Other Definitions of Business Process.
- Four Improvement Areas.
- Business Process Definition Metamodel.
- Business Process Mapping.
- Communication Enables Business Process.

Unit 5:

Business Process Management:

- Definition of Business Process Management.
- Business Process Management Lifecycle.
- Business Process Management Technology.
- Value Process Management.
- Human Interaction Management.