

# € TRAINING

Business Process Outsourcing Management



28 October -  
1 November 2024  
Kuala Lumpur (Malaysia)



# Business Process Outsourcing Management

REF: M1207 DATE: 28 October - 1 November 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## 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.