€TRAINING

Business Process Outsourcing Management

28 October -
1 November 2024
London (UK)
Landmark Office Space

Business Process Outsourcing Management

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.