

Defining a global (out)sourcing strategy

The outsourcing market is continuously growing in size, estimated to reach \$ 190 Billion by 2010. The scope of outsourcing practices is also widening, and lately we have observed a move from low-value-activities outsourcing to high-value entire business functions outsourcing.

However, data from practice show that most outsourcing initiative fail, mainly due to bad project management and a lack of a proper structured methodology instructing decision makers on what factors should be considered and how should they be considered when making and outsourcing decision.

Outsourcing is not always the right choice for one company operating in a specific context.

This course provides a basic introduction to outsourcing, covering main theories and models and presenting a structured approach to making an outsourcing decision.

Course structure

- Outsourcing
 - What is it?
 - Development trends
 - Different available models
 - Shared Services as one emerging model for service outsourcing
- Outsourcing process
 - How to create value through outsourcing?
 - Critical success factors
 - How do you understand if outsourcing makes sense for your company?
 - How do you choose what process to outsource?
 - How do you select outsourcing partners?
- Some Practical tools
 - A structured process for outsourcing decision making process
 - The code of best practice
 - Focus on transforming targets in real benefits
 - Beware of risks and pitfalls

Learning outcomes

The main learning points to take away can be summarised as follows:

- Learn about the “outsourcing trap”: Think value, not costs!
- Learn about Objectives and Benefits: Think long-term!
- Learn about Risks & Pitfalls: Think ... and then think again!
- Learn about the Outsourcing Process Model: Think structure!

Delivery

Duration: 1 late afternoon session (3 hours in total)

Mode: face-to-face / webinar

Contributions:

- Marco Busi - Theory
- Steve Chisholm -The supplier perspective: how do you build a business case?
- Case company (to be selected based on type of course clients)- The client perspective: how do you build a long-term relationship?