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Essential Skills of Outsourced Business Processes

PIK722-0627 ITL-R-1

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Place	: Rome	**Venue**	: Eurostars International Palace Hotel (Via Nazionale, 46, 00184 Roma RM, Italy) - TBC		
Start Date	: 28-06-2027	**End Date**	: 02-07-2027	**PPP**	: £4750

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If you can't train them, you can't blame them!

Short Description:

COURSE OVERVIEW This training program aims to provide participants with essential skills and knowledge required for the effective management of outsourced business processes. Participants engage in both theoretical learning and practical exercises, which facilitate their understanding of various aspects of outsourcing. They learn to identify potential outsourcing opportunities by analysing business needs and determining which processes can be effectively delegated to external vendors. This foundational knowledge is crucial for making informed decisions regarding outsourcing strategies. In addition to identifying opportunities, the program emphasises the importance of selecting suitable vendors and overseeing the implementation of outsourced services. Participants are trained in vendor evaluation techniques, ensuring they choose partners that align with their organisational goals and standards. Furthermore, the program focuses on monitoring performance metrics to assess the success of outsourced processes. By integrating these skills, participants are prepared to manage and optimise outsourced business functions effectively, contributing to overall organisational efficiency and success.

Course Overview:

COURSE OBJECTIVES

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

- Identify potential areas for outsourcing within their organisation.
- Evaluate the suitability of outsourcing for specific business processes.
- Develop comprehensive outsourcing strategies, including vendor selection criteria.
- Negotiate contracts effectively with selected vendors.
- Establish performance measurement frameworks for outsourced processes.
- Manage outsourced relationships to ensure alignment with organisational goals and quality standards.
- Implement best practices for mitigating risks associated with outsourcing, including data security and operational disruptions.

Target Audience

- Top management.
- Heads of departments.
- Managers.
- Strategic planning department.
- Executives involved in decision-making.
- Departmental leaders.
- Strategic project coordinators.

Program Outline:

DAY 1: Advancing Towards Globalisation

1. Concepts and Historical Overview of Globalisation.
2. Assessing Globalisation.
3. Impacts of Globalisation.
4. Employment Opportunities Created by Globalisation.
5. Critiques of Globalisation.

DAY 2: Introduction to Outsourcing

1. Understanding Outsourcing.
2. Labor and Government Influence.
3. Legal Process and Offshoring Definitions.
4. Strategic Focus on Offshoring.
5. Debate and Concerns.

DAY 3: Overview of Business Process Outsourcing

1. Advantages of Business Process Outsourcing.
2. Drawbacks of Business Process Outsourcing.
3. Risks Associated with Business Process Outsourcing.
4. Outsourcing Website Management.
5. Outsourcing Recruitment Processes.

DAY 4: Understanding Business Processes

1. Evolution and Various Definitions of Business Process.
2. Four Key Areas for Improvement.
3. Business Process Definition Framework.
4. Mapping Business Processes.
5. The Role of Communication in Business Processes.

DAY 5: Business Process Management

1. Explanation of Business Process Management.
2. Lifecycle of Business Process Management.
3. Technology in Business Process Management.
4. Managing Value Processes.
5. Managing Human Interactions.