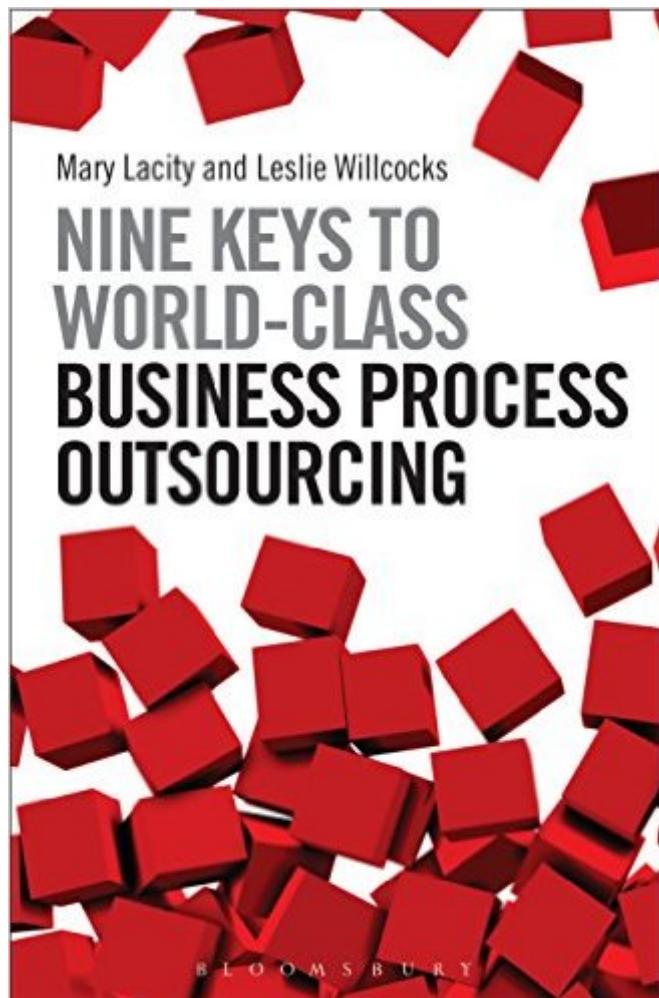


The book was found

# Nine Keys To World-Class Business Process Outsourcing



## Synopsis

Business Process Outsourcing (BPO)-the sourcing of business services through external third parties-is a global phenomenon, which generated nearly \$300 billion worldwide in 2012. BPO is highly IT-enabled, and on a growth trajectory that impacts across functions of major, medium and small enterprises, including procurement, human resources, accounting and finance, sales, marketing, legal, asset management and key administrative processes. Despite this size and spread, BPO services and the ability of clients to manage their providers, are still evolving and have a mixed record. In the course of their research, the authors have found only 20% of outsourcing arrangements are world-class performers. A further 25% are 'good', 40% are 'OK' and 15% are 'poor'. This book pinpoints and describes in detail the effective practices that characterize the top global BPO performers, including Microsoft, BP, EMC and TalkTalk. The authors provide case illustrations and examples throughout of how world-class practices were generated and evolved, and how they can be applied to real life settings and problem areas.

## Book Information

File Size: 8023 KB

Print Length: 264 pages

Publisher: Bloomsbury Information Ltd; 1 edition (April 23, 2015)

Publication Date: April 23, 2015

Sold by: Digital Services LLC

Language: English

ASIN: B00SJAYRUC

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #995,222 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #91

in Kindle Store > Kindle eBooks > Business & Money > Management & Leadership > Outsourcing #140 in Books > Business & Money > Human Resources > Outsourcing #312 in Books > Business & Money > Human Resources > Conflict Resolution & Mediation

[Download to continue reading...](#)

Nine Keys to World-Class Business Process Outsourcing The Vested Outsourcing Manual: A Guide

for Creating Successful Business and Outsourcing Agreements Vested Outsourcing, Second Edition: Five Rules That Will Transform Outsourcing Vested Outsourcing: Five Rules That Will Transform Outsourcing Business Plan: Business Tips How to Start Your Own Business, Make Business Plan and Manage Money (business tools, business concepts, financial freedom, ... making money, business planning Book 1) Measuring the Software Process: Statistical Process Control for Software Process Improvement Business Process Management Design Guide: Using IBM Business Process Manager Outsourcing the Womb: Race, Class and Gestational Surrogacy in a Global Market (Framing 21st Century Social Issues) Photography Business Box Set: Master the Art of Wedding Photography and Start Your Own Business (business photography, business photography, starting photography business) BUSINESS PLAN: Business Plan Writing Guide, Learn The Secrets Of Writing A Profitable, Sustainable And Successful Business Plan ! -business plan template, business plan guide - The Best Business Schools' Admissions Secrets: A Former Harvard Business School Admissions Board Member Reveals the Insider Keys to Getting In Spies for Hire: The Secret World of Intelligence Outsourcing Outsourcing War and Peace: Preserving Public Values in a World of Privatized Foreign Affairs The Business Idea Factory: A World-Class System for Creating Successful Business Ideas Pharmacology and the Nursing Process, 7e (Lilley, Pharmacology and the Nursing Process) Fighting for Total Person Unionism: Harold Gibbons, Ernest Calloway, and Working-Class Citizenship (Working Class in American History) Pro Flash Manual: A Michael Willems Dutch Master Class Manual (The Michael Willems "Dutch Master Class" series Book 2) Missing Class: Strengthening Social Movement Groups by Seeing Class Cultures Tornado Class A1: New Peppercorn Class A1, 2008 Onwards (Owners' Workshop Manual) A Piece of the Action: How the Middle Class Joined the Money Class

[Dmca](#)