



*Training Course:
Business Process Outsourcing Management
(BPO)*

*19 - 23 May 2025
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Business Process Outsourcing Management (BPO)

Training Course code: PC9429 From: 19 - 23 May 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

Introduction

Business process outsourcing BPO is a method of subcontracting various business-related operations to third-party vendors. Although BPO originally applied solely to manufacturing entities, such as soft drink manufacturers that outsourced large segments of their supply chains, BPO now applies to the outsourcing of services, as well.

Course Objectives

The Attraction of Business Process Outsourcing BPO

Companies are often drawn to BPO because it affords them greater operational flexibility. By outsourcing non-core and administrative functions, companies can reallocate time and resources to core competencies like customer relations and product leadership, which ultimately results in advantages over competing businesses in its industry.

BPO offers businesses access to innovative technological resources that they might not otherwise have exposure to. BPO partners and companies constantly strive to improve their processes by adopting the most recent technologies and practices.

Course Outlines

In this program you will learn about...

- Understanding Outsourcing Business Environment
 - Regulatory
 - Commercial
 - Logistics
- Outsourcing Opportunities
 - How others are benefiting?
 - How the ground-rules are changing?
- Understanding Outsourcing Business Processes Flow Chart Approach
- Analyzing Your Organizational Needs
 - Products
 - Services

- Speeding up of Deployment
- Redefining Work for Outsourcing
- Finding the Outsourcing Partner
- Outsourcing Contract Conditions to Protect your Organization
- Controlling the Transition Processes
- Effective Outsourcing Monitoring & Management
- Maintenance of Outsourcing Relationship
- Outsourcing Pitfalls
- Outsourcing Good & Best Practices
- Outsourcing Action Plan for your Organization Your Leadership Plan.
- 2 week workshop on preparing an outsourcing implementation plan.

Registration form on the Training Course: Business Process Outsourcing Management (BPO)

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