



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

*3 - 7 August 2026  
Baku (Azerbaijan)*

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

Training Course code: PC9429 From: 3 - 7 August 2026 Venue: Baku (Azerbaijan) - Training Course Fees: 5775 € Euro

### Introduction

Business Process Outsourcing BPO involves subcontracting business operations—ranging from administrative tasks to specialized services—to third-party vendors. While initially applied to manufacturing supply chains, BPO now encompasses a wide range of services. Organizations leverage BPO to gain operational flexibility, focus on core competencies, and access innovative technology and practices.

### Course Objectives

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

- Understand the regulatory, commercial, and logistical environment for outsourcing.
- Identify outsourcing opportunities and assess organizational needs.
- Select suitable outsourcing partners and structure effective contracts.
- Plan, control, and monitor outsourcing transitions and relationships.
- Implement best practices and develop an actionable outsourcing plan for their organization.

### Target Audience

- Operations Managers
- Procurement Managers
- Supply Chain Professionals
- Business Process Managers
- Project Managers involved in outsourcing initiatives
- Executives seeking to improve organizational efficiency through BPO

### Course Outline 5 Days

#### Day 1 - Understanding the Outsourcing Environment

- Regulatory framework for BPO
- Commercial and logistical considerations
- Current trends and changes in BPO
- Case studies on successful outsourcing initiatives

#### Day 2 - Assessing Organizational Needs for BPO

- Analyzing business processes Flow Chart approach
- Identifying core vs. non-core activities
- Products and services suitable for outsourcing
- Speeding up deployment and redefining workflows

#### Day 3 - Selecting Outsourcing Partners & Contracts

- Criteria for choosing the right vendor
- Drafting outsourcing contract conditions to protect the organization
- Performance expectations and SLAs
- Risk management and compliance in contracts

#### Day 4 - Transition and Implementation Management

- Controlling the transition processes
- Effective monitoring and management of outsourced operations
- Maintaining relationships with outsourcing partners
- Common pitfalls and how to avoid them

#### Day 5 - Best Practices & Action Plan

- Sharing BPO good and best practices
- Developing an actionable outsourcing implementation plan
- Leadership strategies for managing outsourcing initiatives
- Capstone exercise: preparing a BPO action plan for your organization

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

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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