



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

*23 - 27 August 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Business Process Outsourcing Management (BPO)

Training Course code: PC9429 From: 23 - 27 August 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € 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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