

Title:

Consultative Business Process Outsourcing (BPO)

Word Count:

710

Summary:

Outsourcing = Global Momentum

The global business landscape has changed dramatically in the last couple of years thanks to g

Keywords:

outsourcing,business process outsourcing, bpo, outsourcing firms,business processes,consultati

Article Body:

Outsourcing = Global Momentum

The global business landscape has changed dramatically in the last couple of years thanks to g

Evolving Outsourcing Relationships

Organisations now regard outsourcing as a key initiative for overall growth and not just as me

- Innovation Update. Quarterly, bi-annual, or annual innovation reviews (also known as innovat
- Benchmarking. Clients should always activate their benchmarking clauses and focus on best pr
- Stakeholder Satisfaction Surveys. Perform monthly, quarterly, and annual customer satisfacti
- Deliver on Partnering Promise. Hold regular collaborative planning sessions. Where people ar
- Value sharing framework. A transparent value-from-outsourcing sharing mechanism on a case-by
- Service Excellence. All SLAs must be tied to process excellence or customer delight will not
- Outsourcing Management. The internal governance team should have a transformation or innovat
- Executive Visibility / Support. Senior executives from the service provider side must have h
- Behaviour/Communication/Culture. Be prepared to invest in and encourage business process tra

Consultative BPO

Outsourcing has now scaled the maturity milestone globally and hence is increasingly consultat

Outsourcing is often regarded as a change catalyst and hence clients are increasing using outs

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