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Essentials of business process outsourcing

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Abstrak

Business process outsourcing (BPO) has emerged as one of the leading business and economic issues of our time.A natural extension of the free-trade movement that has been a dominant force in global economics over the past two decades, BPO has been met with mixed reactions.Workers whose lives have been disrupted because their jobs have been outsourced to lower-wage workers overseas have understandably decried ?offshoring? as a threat to their way of life. Others, especially those in the foreign locations where new jobs are rapidly being created, are elated finally to have an opportunity to gainfully deploy their hard-earned skill sets. In this book,we attempt to examine BPO from the perspective of its application and implementation in businesses of all sizes.We do not address the political or economic controversies swirling around outsourcing. Instead,we assume that the movement of service work to lowest- cost providers, no matter where they may reside, will continue in some form in the coming years. It seems unlikely that new barriers will be erected that will seriously limit global free trade.With that in mind, we have developed a rigorous methodology that businesses can use to analyze the outsourcing opportunity, to make informed decisions about choosing a vendor, and to manage change and execute an outsourcing project.