

Business Process Out Sourcing (BPO)

OUTSOURCING AND IT BASED BUSINESSES **SUPER SPECIALISATION – OPERATIONS & SCM**

- **COURSE DURATION: 1 HR PER WEEK FOR 12 WEEKS**
- **COURSE CREDIT: 1**
-
- **1. BASICS OF OUTSOURCING (4 HRS)**
- Definition, Level, and modes of out sourcing. Reasons for outsourcing. Benefits and pitfalls.
- Competitive strategy and outsourcing. Outsourcing agreements. Strategic outsourcing. Trends in outsourcing. Criteria for vendor selection
- Risks involved and managing risks in the global economy
- Trends in outsourcing
-
- **2. BUSINESS PROCESS AND IT OUTSOURCING (4 HRS)**
- Evolution, constitution, models and types. BPO services and best practices, drivers and inhibitors.
- BPO domains: HR, Financial services, Health/Care, Transportation , Telecommunication , Call centers
- Indian BPO industry
- Emerging BPO domains: Entertainment, media and publishing
-
- **3. OFFSHORE OUTSOURCING (4 HRS)**
- Definition ,types - Production /services/ innovation, need for outsourcing. benefits, concerns, Risks
- Business models, best practices,
- Strategy creation and execution
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