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Nota di contenuto	BUSINESS PROCESS OUTSOURCING; CONTENTS; ABOUT THE WEB SITE; ABOUT THE AUTHORS; PREFACE; Chapter 1: OVERVIEW; 1.1 THE EMERGING MARKET; 1.2 WHAT IS BPO?; 1.3 BPO CATEGORIES; 1.4 REASONS FOR OUTSOURCING BUSINESS PROCESSES; 1.5 INTEGRATION: MAKING BPO FIT; 1.6 BPO VENDORS; Chapter 2: PLANNING STAGE; 2.1 OUTSOURCING AS AN OPTION; 2.2 DEFINING THE SCOPE OF THE TRANSACTION; 2.3 SELECTING A GROUP OF POTENTIAL VENDORS; 2.4 REQUEST FOR PROPOSAL; Appendix 2.1: NONDISCLOSURE AGREEMENT (FOR USE IN CONNECTION WITH EVALUATION OF POSSIBLE BPO TRANSACTION) (MUTUAL PROTECTION) Appendix 2.2: QUESTIONNAIRE FOR ASSESSING LEGAL RESOURCES REQUIRED (CUSTOMER FORM)Appendix 2.3: QUESTIONNAIRE FOR ASSESSING LEGAL RESOURCES REQUIRED (VENDOR FORM); Appendix 2.4: REQUEST FOR INFORMATION; Appendix 2.5: REQUEST FOR PROPOSAL; Chapter 3: SELECTING THE VENDOR; 3.1 EVALUATING THE PROPOSALS; 3.2 NOTIFYING THE PREFERRED VENDOR(S); Appendix 3.1: EVALUATION OF VENDOR PROPOSALS RELATING TO THE PROVISION OF BPO SERVICES; EVALUATION OF VENDOR PROPOSALS RELATING TO THE

PROVISION OF BPO SERVICES; Appendix 3.2: LETTER OF INTENT (CUSTOMER FORM); Appendix 3.3: LETTER OF INTENT (VENDOR FORM)
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5.3 KEY CONTRACT ISSUES5.4 REGAINING STRATEGIC CONTROL; 5.5 PRICING CONSIDERATIONS; 5.6 ASSEMBLING THE TEAM; Appendix 5.1: CHECKLIST: KEY ISSUES IN BPO AGREEMENTS (GENERAL); KEY ISSUES IN BUSINESS PROCESS OUTSOURCING AGREEMENTS (GENERAL); Appendix 5.2: CHECKLIST: KEY ISSUES IN HRO AGREEMENTS; HUMAN RESOURCE OUTSOURCING; Appendix 5.3: CHECKLIST: KEY ISSUES IN F& A OUTSOURCING AGREEMENTS; KEY ISSUES IN BUSINESS PROCESS OUTSOURCING AGREEMENTS (FINANCE AND ACCOUNTING SERVICES); Appendix 5.4: CHECKLIST: KEY ISSUES IN PROCUREMENT OUTSOURCING AGREEMENTS
KEY ISSUES IN PROCUREMENT OUTSOURCING AGREEMENTSAppendix 5.5: CHECKLIST: KEY ISSUES IN LOGISTICS AND WAREHOUSE MANAGEMENT OUTSOURCING AGREEMENTS; CHECKLIST: KEY ISSUES IN THE BPO AGREEMENTS (WAREHOUSE MANAGEMENT SERVICES); Appendix 5.6: BUSINESS PROCESS OUTSOURCING AGREEMENT (CUSTOMER FORM); Appendix 5.7: BUSINESS PROCESS OUTSOURCING AGREEMENT (VENDOR FORM); Appendix 5.7A: A PROPRIETARY RIGHTS RIDER (VENDOR FORM); Appendix 5.8: COLA CHECKLIST; COST-OF-LIVING ADJUSTMENT (COLA) PROVISIONS CHECKLIST; Appendix 5.9: JOINT MANAGEMENT PROCEDURES; JOINT MANAGEMENT PROCEDURES
Chapter 6: MEASURING PERFORMANCE

Sommario/riassunto

Many corporations are currently restructuring their business processes in order to become more competitive and cost effective. Once the decision has been made to outsource, a corporation must structure the deal. This book will show them how to request proposals and negotiate and close the agreement--creating the outsourcing strategy.
