

1. Record Nr.	UNINA9911019218903321
Autore	Halvey John K
Titolo	Business process outsourcing : process, strategies, and contracts // John K. Halvey, Barbara M. Melby
Pubbl/distr/stampa	Hoboken, N.J., : John Wiley & Sons, c2007
ISBN	9786610827145 9781119197256 1119197252 9781280827143 1280827149 9780470126936 0470126930
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (602 p.)
Altri autori (Persone)	MelbyBarbara Murphy
Disciplina	658.7/23
Soggetti	Contracting out Industrial procurement
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
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) Chapter 4: NEGOTIATIONS: STRATEGY AND PROCESS 4.1 FORGING THE LEGAL RELATIONSHIP; 4.2 NEGOTIATING PROCESS; 4.3 EXPOSURE ANALYSIS; 4.4 PEOPLE NEGOTIATE, NOT COMPANIES; 4.5 NEGOTIATING STRATEGY; Appendix 4.1: DUE DILIGENCE AGREEMENT; Appendix 4.2: MODEL TERM SHEET; Appendix 4.3: LEGAL DUE DILIGENCE CHECKLIST; PRELIMINARY LEGAL DUE DILIGENCE AND DOCUMENTATION CHECKLIST FOR OUTSOURCING TRANSACTIONS; Appendix 4.4: ISSUES ARISING IN CONNECTION WITH IMPLEMENTING A SHARED SERVICES CENTER; CONFIDENTIAL; Chapter 5: BUSINESS PROCESS OUTSOURCING CONTRACT; 5.1 OVERVIEW; 5.2 USE OF ATTORNEYS 5.3 KEY CONTRACT ISSUES 5.4 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 AGREEMENTS Appendix 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.
