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Cost Analysis; The Capabilities Approach; Summary; Outsourcing Trends; Industry Trends; Special Considerations; Food Service; Radiology; Conclusion

Chapter 6: From the Experts: Life After Outsourcing-A Sourcing Management Model (Outsourcing Is Really Sourcing)The Sourcing Management Model; Using the Model; Outsourcing Strategy; Outsourcing Governance; Supply Management; Sourcing Program Management; Sourcing Operations Management; Outsourcing Demand Management; Benefits of the Sourcing Management Model; Key Points to Remember; Chapter 7: More from the Experts; Next-Generation Outsourcing-A Transformational Path to Business Value; The On-Demand Enterprise; Making a Business Case for On Demand Transformational Outsourcing: Critical Success FactorsFinal Thoughts; About IBM Global Services; Outsourcing the Mail Process; Marrying First Class Mail and Technology; The Value of Mail; Data Quality: The Need for Continuous Improvement; Personalization, Color, and Results; Efficient Processes; Making It Work; HRO Strategy: Stay Shallow or Go Deep?; The Deep HRO Methodology; The Financial Executive's Perspective on HRO; Using Reverse Requests for Proposals to Build Stronger Outsourcing Relationships; Reasons to Outsource All or Parts of Your Campus Recruiting Effort

Components of Campus Recruiting that Can Be Outsourced EfficientlyTheoretical Overview; Strategic Outsourcing in Practice; Conclusions; References; Economic Literature; Management Literature; Strategy Literature; Business Cases; Conclusion; References; JP Morgan Chase Research; Conclusion; Glossary of Outsourcing Terms; Outsourcing Companies and Services; Index

Sommario/riassunto

THE DEFINITIVE RESOURCE ON OUTSOURCING Outsourcing is the hottest topic in business, and it will likely stay that way. Managers, workers, executives, and almost anyone else involved in any large business will probably have to deal with it one day, in one way or another. Outsourcing is a business issue first and foremost, but it's also a political, personal, and cultural issue that many people, not least managers and executives, find difficult to fully understand.

Outsourcing documents the theory, facts, myths, benefits, and costs of outsourcing and gives managers the i
