MERCURY

Business Process Outsourcing (BPO) Course

22 – 26 February 2027
Kigali (Rwanda)



Dubai - UAE: +971 4 450 5697
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Ref: 9306_1060971 **Date:** 22 – 26 February 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

Review the fast-growing business trend known as Business Process Outsourcing BPO. Explore how BPO business process outsourcing has become a familiar and powerful strategy that many businesses use globally. Become a valued member of your business by learning the benefits and advantages of implementing outsourcing processes and techniques and how they help increase a company's flexibility and productivity.

The Business Process Outsourcing BPO course provides comprehensive training on BPO business process outsourcing, covering critical aspects of BPO management and industry practices. This certification course equips participants with the skills and knowledge required to excel in the BPO sector.

Targeted Groups:

- Top management.
- Head of departments.
- Managers.
- Strategic planning department.

Course Objectives:

At the end of this BPO business process outsourcing course, the participants will be able to:

- Learn the essential concepts, tools, and uses of Business Process Outsourcing.
- Learn about the benefits of implementing Business Process Outsourcing processes in your workplace.
- Examine Business Process Management.
- Review offshore outsourcing.

Targeted Competencies:

At the end of this BPO business process outsourcing training, the participant's competencies will:

- Moving toward Globalization.
- Introduction to Outsourcing.
- Offshoring.
- Introduction to BPO.
- Business Process.

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- Business Process Management.

Understanding BPO Business Process Outsourcing:

In this BPO business process outsourcing training, participants understand BPO, its definition, and its role in the business world. The curriculum delves into business process outsourcing solutions and management strategies, exploring the advantages and benefits of outsourcing processes to specialized providers.

Students will learn about the business process outsourcing industry, including its trends, challenges, and opportunities. The BPO Business Process Outsourcing course covers various BPO models, definitions of business process outsourcing, and the importance of BPO in modern enterprises.

Course Content:

Unit 1: Move Towards Globalization:

- Definitions of Globalization.
- History of Globalization.
- Measuring Globalization.
- Effects of Globalization.
- Jobs Produced in Globalization.
- Critics About Globalization.

Unit 2: Introduction to Outsourcing:

- Reasons to Outsource.
- Management and the Corporation.
- Qualifications of Outsourcers.
- Labor and Government.
- Definition of Legal Process Outsourcing.
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Unit 3: Offshoring:

- Definition of Offshoring.
- Offshoring Terminology.
- Focus and Strategy of Offshoring.
- Intellectual Property.
- Debate About Offshoring.
- Concerns About Offshoring.

Unit 4: Introduction to Business Process Outsourcing:

- Benefits of Business Process Outsourcing.
- Limitations and Threats of Business Process Outsourcing.
- Website Management Outsourcing.
- Recruitment Process Outsourcing.

Unit 5: Business Process:

- History and Other Definitions of Business Process.
- Four Improvement Areas.
- Business Process Definition Metamodel.
- Business Process Mapping.
- Communication Enables Business Process.

Unit 6: Business Process Management:

- Definition of Business Process Management.
- Business Process Management Lifecycle.
- Business Process Management Technology.
- Value Process Management.
- Human Interaction Management.

Conclusion:

Upon completing this BPO certification course, individuals will receive a BPO certificate, validating their expertise in outsourcing business processes.

This BPO business process outsourcing certification enhances career prospects and opens doors to roles in BPO management and related fields.

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This BPO Business Process Outsourcing course is an ideal choice if you want to understand the dynamics of the BPO industry and advance your career in outsourcing.