



Business Process Outsourcing (BPO)



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Introduction:

Review the fast-growing business trend known as Business Process Outsourcing BPO. Explore the ways by which Business Process Outsourcing has become a common and powerful strategy used by many businesses globally. Become a valued member of your business by learning the benefits and advantages of implementing outsourcing processes and techniques, and how it helps increase a company's flexibility and productivity.

Targeted Groups:

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

Course Objectives:

At the end of this course the participants will be able to:

- Learn the important 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:

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

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
- Limitation 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