



## Outsourcing

The last 20 years has seen huge growth in outsourcing in the private, public and not-for-profit sectors, and has become a key element of business strategies, which focus on core business and the true value proposition being offered to stakeholders.

In the public sector, there is a resurgence of belief around the need for public sector agencies to focus on policy making issues with execution, implementation and service delivery delegated to organisations with core skills which can be harnessed in a drive for increased effectiveness.

## The programme

This three-day programme provides a top-level overview of the issues to be addressed in an outsourcing initiative and discusses the key activities necessary to complete a successful outsourcing project. These are:

- Making the business case
- Pre-outsourcing elements
- Post-outsourcing management

## Who should attend?

The programme is aimed at managers responsible for outsourced contracts who wish to improve the performance of the outsourced service provider including:

- Procurement and other managers involved in outsourcing decisions
- Managers involved in managing the outsourced contracts
- Managers in outsource service providers.

## Benefits of Attending

Following this programme, delegates will have a greater appreciation and understanding of:

- The history and development of outsourcing
- Strategic implications of outsourcing
- Pricing models and financial engineering
- Setting performance standards
- Selection and assessment of service providers
- Maintaining purchasing power