

Global Sourcing Risk Management

Course Description Global sourcing strategies have a long history of impacting the enterprise in negative and unforeseen ways. Unless executives properly understand and mitigate the risks global sourcing strategies present to the larger organization, the company will perpetually firefight. This course will walk executives and managers through the full range of risks companies are exposed to through global sourcing strategies and offer methods for better measuring such risks and tools proven to be effective in mitigating top risks.

Target Audience All executives and managers planning or managing global sourcing strategies

Course Length One day

Learning Objectives

1. Understand the common failure points of most global sourcing strategies
2. Understand the top risks to global sourcing strategies
3. Explore means for measuring risk
4. Understand methods for mitigating top risks in global sourcing strategies
5. Outline effective risk management and governance programs

Course Agenda

- 8:30 – 9:00 am* Welcome and Introductions
- Top risks facing global sourcing strategies
- 9:00 – 10:30 am* Employee Risks
- Understand employee perspective on global sourcing
 - Gaining employee buy in
 - Limiting unwanted employee turnover
 - Tools for mitigating employee turnover
- 10:30 – 12:00 pm* Vendor Risks
- Vendor perspective
 - Underperformance
 - Staffing and retention
 - Fraud and theft (IP theft)
- 12:00 – 1:00 pm* Working Lunch: mPhasiS - Citibank Case Study
- 1:00 – 2:00 pm* Customer Risks
- Customer reaction to global sourcing
 - Appropriate customer facing global sourcing functions
 - Measuring reaction
 - Mitigating problems
- 2:00 – 3:00 pm* Fulfillment Risk and Business Continuity
- What is BCP?
 - Why?
 - BCP models
 - BCP that works
- 3:00 – 4:30 pm* Effective Risk Management Framework
- When to start
 - What to watch out for
 - How to measure
 - Resolving problems
 - Control, oversight and governance
- 4:30 – 5:00 pm* Wrap Up