

Outsourcing Performance Management

Course Description Over 50% of outsourcing engagements globally do not have predefined outsourcing objectives, have no mechanism for measuring performance and have no defined process for correcting identified performance problems. This course will walk executives and managers through the Ventoro Performance Management Framework- offering attendees sound methods for identifying realistic outsourcing objectives, providing practical tools for measuring performance and offer proven methods for effectively addressing performance related problems with vendors.

Target Audience All executives and managers responsible for managing outsourcing engagements or managing vendors.

Course Length One day (can be offered in a two day option)

Learning Objectives

1. Understand the Ventoro Performance Management Framework
2. Level set expectations for realistic benefits from global sourcing strategies
3. Gain understanding of reasonable outsourcing objectives
4. Explore key metrics that best capture performance of outsourcing engagements
5. Walk through successful Service Level Agreements (SLAs) that best measure and report defined metrics
6. Explore methods clients can use to address and resolve performance related problems with vendors
7. Discuss effective strategies clients can use to continue to improve outsourcing (and vendor) performance year over year

Course Agenda

- 8:30 – 9:30 am** Welcome and Introductions
- Welcome
 - Introductions
 - Overview of outsourcing performance
 - What is realistic?
- 9:30 – 12:00 pm** Ventoro Performance Management Framework
- Defining organization and project objectives
 - Defining metrics to measure objectives
 - Setting expectations
 - Developing an SLA
 - Using the SLA
- 12:00 – 1:00 pm** Lunch
- 1:00 – 2:00 pm** Common Outsourcing Performance Problems
- Client preparation
 - Client – vendor relationship
 - Vendor staffing woes
 - Vendor over promising
 - Vendor team turnover
- 2:00 – 3:00 pm** Addressing Performance Problems
- Categorizing performance problems
 - Addressing cosmetic issues
 - Addressing material issues
 - Addressing catastrophic issues
 - Addressing fraud and deceit
- 3:00 – 3:15 pm** Break
- 3:15 – 4:30 pm** Strategies for YOY Performance Growth
- Year Over Year performance gains can happen
 - How to keep outsourcing engagements from getting stale
 - How to keep vendors excited
 - How to keep vendors investing in engagement for future value
- 4:30 – 5:00 pm** Wrap Up