

Outsourcing and the Enterprise Course Outline

Course Description The global business world is changing at a rate never before seen. Labor is shifting from traditional locations in the west to emerging markets, time to respond to market demands is decreasing, flexibility to respond to customer demand is increasing... more and more, companies are adopting global sourcing models to compete. This course will explore current market dynamics driving current outsourcing trends and offer top executives the tools they need to better leverage global sourcing models into success across the enterprise.

Target Audience All "C" Level and top executives responsible for defining top-level corporate employment strategy.

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

- Learning Objectives**
1. Explore top drivers for global sourcing fulfillment models
 2. Gain an understanding of the shift in global labor force from North America and Western Europe to Emerging Markets (India, China, Eastern Europe and Latin America)
 3. Understand core global sourcing models
 4. Learn top failure points in global sourcing models and keys executives need to know in order to mitigate risks
 5. Gain a full understanding of the magnitude of global sourcing strategies and the effort required to make such models work
 6. Understand the role of outsourcing and captive centers
 7. Learn fundamental selection criteria for shifting projects, programs and functions to global sourcing model
 8. Understand the impact of global sourcing on the entire enterprise (specifically employees) and what Executives need to do in order to better prepare for a global sourcing model

Course Agenda

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| <i>8:30 am – 9:00 am</i> | Welcome and Introductions |
| <i>9:00 am – 10:30 am</i> | Global Sourcing Fundamentals <ul style="list-style-type: none"> • Why outsource or move offshore? • Labor and purchasing power trends • Global sourcing value-add to the enterprise • Global sourcing models • Outsourcing Vs. Captive • Where? |
| <i>10:30 – 10:45 am</i> | Break |
| <i>10:45 am – 12:00 pm</i> | Global Sourcing Mechanics <ul style="list-style-type: none"> • Picking the model • Picking a project, program, process • Business Continuity and Termination • Transition • Performance management |
| <i>12:00 pm – 1:00 pm</i> | Working Lunch: Case Study |
| <i>1:00 pm – 3:00</i> | Global Sourcing Risk Management <ul style="list-style-type: none"> • Where do global sourcing strategies go wrong? • When to pull the plug? • Vendor management • Employee issues • Preparation • Governance and Oversight |
| <i>3:00 – 3:15 pm</i> | Break |
| <i>3:15 – 4:00 pm</i> | Enterprise Global Sourcing Checklist <ul style="list-style-type: none"> • The Team • Control Points & Risk Management • Selecting Projects • Oversight and |
| <i>4:00 – 5:00 pm</i> | Wrap Up |