



Global Outsourcing Strategies: An International Reference on Effective Outsourcing Relationships

Roxane Gervais

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One of the most significant techniques to which companies and organizations have turned to improve service delivery and reduce costs has been outsourcing. Over the last 10 years, almost any process has been successfully outsourced. But during that period there have been failures too; projects that never realised their objectives or that had unforeseen impact on business. Global Outsourcing Strategies is a state-of-the-art guide to the best lessons to be learned for successfully implementing and outsourcing projects, or for revisiting existing operations. The 22 chapters explore some of the new areas for outsourcing, after traditional targets such as IT and finance. Information is provided on the different facets of the outsourcing process, such as contract negotiation, the risks involved in outsourcing, the need for service level agreements, the critical requirements needed to build and sustain outsourcing relationships, and ethical supply chain issues. There are also sections exploring the impact of outsourcing on organizational structures; the long term effects; legal issues; management control and inter-firm relationships; as well as case studies from both the public and private sector on the practical side of outsourcing. The book will appeal to practitioners and researchers alike. This is a must-have guide for any organization approaching outsourcing as a global (or local) strategy and for those organizations now reviewing or developing their outsourcing partnerships.

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