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Linda Holbeche

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The Outsourcing Revolution, 2004, 2004 **Scott on Outsourcing** Michael Dennis Scott, 2006 It's been going on for decades But today more firms than ever are using outsourcing to help cut costs improve business processes and focus on their core business The most successful of these companies are the best informed Whether you re just Sciences and Technology for Globalisation (ISDSI 2008) B.S. Sahaye, Jeet N.D. Gupta, Surinder Batra, Sanjay Kumar, Sushil Kumar, 2008-11-05 It is not uncommon to find books and other publications in the literature dealing individually with the subjects of decision sciences technology and globalisation However there are very few instances of books which integrate these three dimensions in an umbrella framework This publication is one such attempt This book comprises of 58 papers contributed by leading academia from universities and management institutes in India and abroad Many of the contributions have come from USA Canada UK Japan Australia New Zealand UAE Bahrain Taiwan Brazil and Mexico adding to the rich diversity of the thought processes explored in the papers Some of these papers are country specific while some others provide a transnational perspective Also while some papers provide enriched conceptual frameworks in specific disciplines building upon existing frameworks several other papers provide application oriented coverage focused at select organizations or industries further adding unique value to this book There are eight sections in the book namely Supply Chain Management Operations Management Information Systems ICT IT E Business Strategies Business Modeling Global Business Issues Challenges Marketing and Globalisation New Paradigms in Education and Globalisation The issues touched upon by various papers within each section are diverse and yet highly relevant and contemporary We believe this book would be useful not only to academia research scholars and students of various disciplines of management but also to those in the industry in India and abroad who are seeking conceptual inputs and experience sharing in their respective positions

EJISE Volume 14 Issue 2 , Business Process Outsourcing VINOD V. SOPLE,2009-05-25 This book is a comprehensive presentation of the fundamental concepts of business process outsourcing BPO and its applications in the Indian industrial context It offers a strategic framework for BPO management which is crucial for creating competitive advantage for a business enterprise The book is designed for MBA and PGDM students as well as students in BPO training schools and executives in BPO sector The text organized into sixteen chapters contains a wealth of useful and practical information on the following facets of the BPO industry Strategic tactical control and operational aspects of BPO administration BPO business models Regulatory and legal framework of the BPO industry Terms conditions responsibilities and obligations involved in the BPO contract and service level agreement Service issues regarding supplier selection and process quality Criteria for performance evaluation of service providers Challenges involving upward shift in service value chain as well as human resource management Chapter end review questions help in easy comprehension of the underlying principles The appendices contain important additional information about the BPO industry

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