

Chapter 14 Outline

Advantages of Outsourcing
Disadvantages of Outsourcing
Categories of Outsourcing
A Model for Outsourcing
 Commit
 Select Activities
 Choose Vendor(s)
 Contract
 Transition
 Manage and Improve
Selecting Vendors
The Outsourcing Contract
 Suggestions for Contracting Vendors
Evaluating Outsourcing Effectiveness

Competencies

1. List the advantages and disadvantages of outsourcing. (pp. 432–433)
2. Describe the different categories of outsourcing. (p. 433)
3. Describe the steps in an effective outsourcing process. (pp. 433–434)
4. Identify ways to select vendors. (pp. 434–438)
5. List important elements to include in an outsourcing contract. (pp. 438–443)
6. Explain how to evaluate training that has been outsourced. (pp. 443–444)