

€ TRAINING

Lead Outsourcing Manager

A group of four smiling business professionals (two men and two women) in a meeting room. They are wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is blurred, showing a modern office environment.

2 - 6 December 2024
Kuala Lumpur (Malaysia)



Lead Outsourcing Manager

REF: ST1986 DATE: 2 - 6 December 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

This program is designed to prepare participants for the certification exam only.

This training program is designed to equip professionals with the advanced skills required to excel as Certified Lead Outsourcing Managers. It focuses on comprehensive strategies, management techniques, and best practices necessary to oversee outsourcing activities effectively, ensuring alignment with organizational goals and maximizing efficiency.

Program Objectives:

By the end of this program, participants will be able to:

- Master the strategic and operational aspects of outsourcing management.
- Develop effective outsourcing strategies that contribute to business success.
- Manage vendor relationships to ensure service excellence and compliance.
- Navigate and mitigate risks associated with outsourcing.
- Prepare for the Certified Lead Outsourcing Manager exam.

Targeted Audience:

- Senior Managers responsible for outsourcing decisions.
- Outsourcing Managers and Coordinators.
- Procurement and Supply Chain Professionals.
- Project Managers overseeing outsourced projects.
- Individuals aiming to achieve certification in outsourcing management.

Program Outline:

Unit 1:

Overview of Outsourcing Management:

- Introduction to outsourcing and its strategic importance.

- Different models of outsourcing and their business impacts.
- Assessing organizational readiness for outsourcing.
- Legal and ethical considerations in outsourcing.
- Setting objectives and defining the scope of outsourcing initiatives.

Unit 2:

Strategic Planning for Outsourcing:

- Developing a comprehensive outsourcing strategy.
- Selecting and evaluating potential outsourcing partners.
- Designing outsourcing contracts with clear terms and conditions.
- Establishing performance metrics and Service Level Agreements SLAs.
- Planning for long-term sustainability and scalability in outsourcing relationships.

Unit 3:

Effective Vendor Management:

- Best practices for managing outsourcing vendors.
- Techniques for effective communication and relationship building.
- Monitoring and evaluating vendor performance.
- Conflict resolution and problem-solving in outsourcing arrangements.
- Strategies to ensure continuous improvement and innovation from vendors.

Unit 4:

Risk Management and Compliance:

- Identifying and assessing risks in outsourcing operations.
- Implementing robust risk mitigation strategies.
- Ensuring compliance with international standards and regulations.
- Security considerations in outsourcing arrangements.
- Preparing for audits and regulatory reviews.



Unit 5:

Certification Exam Preparation:

- Detailed review of the Certified Lead Outsourcing Manager exam requirements.
- Study techniques and tips for exam preparation.
- Review of key topics and concepts covered in the certification syllabus.
- Practice questions and answers to reinforce learning.
- Resources and materials for further study.

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