

Global Outsourcing Practices

Course Contents:

- Introduction to outsourcing, outsourcing decision: Why outsource? What to outsource?
- Factors influencing outsourcing, outsourcing drivers, Impact of outsourcing on organizational structure
- Framework, Methods and practices of outsourcing
- **Advance outsourcing, Cloud computing, Impact sourcing, crowd sourcing, and rural sourcing.**
- Asset transfer in outsourcing, Issues and Challenges in outsourcing
- Role of IT in outsourcing, Innovation in outsourcing
- Outsourcing customer service and Customer satisfaction
- Collaboration in outsourcing and Sustainable outsourcing
- Evaluating, Measuring and monitoring outsourcing agencies/service providers
- Cases in outsourcing
- Managing supply chain relationships

Resources:	
1	Books Global Outsourcing Strategies: Peter Barrar and Roxane Ga vais, Gower publications

	Dynamics of global outsourcing: Julia Kotlersky, Leslie Willcocks, Springer Publications, 2012
	Global outsourcing and off-shoring: Farok Contractor, Torben Pederson, Sumit Kundu, cambridge university press, 2011
	Sustainable Global Outsourcing: Ron Babin and Brian Nicholeson, Macmillon publications, 2012