**Managing Business Process outsourcing**

**December 2021 Examination**

**Question 1. BPO is often considered to be a high-risk project for an organization. Every organization will face certain risks that need to be evaluated and for which appropriate mitigation measures need to be determined.**

**List out the various risk factors involved in outsourcing a Call center for customer support and digital marketing to a BPO for an Automobile manufacturing company.**

**Ans 1.**

**Introduction**

Using a cloud-based telephony solution can help unique organizations of all sizes manage their call centers, maintain onsite centralization, as well as set up data centers, which they can run from their buildings. As a result of the cloud telephony services, the incoming and outgoing calling campaigns can be simplified, agent productivity can be improved, and the consumer loyalty can be boosted by increased productivity. Nevertheless, most businesses are not usually Its Half solved only

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**Question 2: Contracting and contract management are the baseline for a successful BPO project to maximize value for your organization. Your organization appoints you to negotiate with a potential BPO partner to outsource logistics and supply chain processes. How can you ensure that the contract reflects the best interests of your organization?**

**Ans 2.**

**Introduction**

There are many activities that move around inside the sports of sourcing and procurement, conversion, and logistics management that are part of supply chain management and therefore these activities can be improved. So what inevitably happens is that delivery chain management is being outsourced, which is to say that the method of managing the delivery chain management is being done outside of the provider organization.

**Question 3:**

**(a) Which business processes could the company consider for further outsourcing? Justify your answer.**

**Ans 3a.**

**Introduction**

Because Paws and Whiskers is already the leading company with an excellent delivery service, I believe that it would be best for them to choose a business procedure that includes handling information technology because they require people who may want to assist them with email, help services, as well as transportation-related assistance for the business, and because they

**(b) Would a strategic partnership be possible between the BPO and P&W? Justify your answers providing the pros and cons of the decision.**

**Ans 3b.**

**Introduction**

As business process outsourcing is a way of subcontracting different aspects of business activities and particularly for companies engaged in manufacturing, like liquids producers dealing with a large part of their supply chain outsourced to a third party, the concept now