



Business Process Outsourcing: The Supply Chain of Expertises

Vinod V. Sople

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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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