

## Nine Keys To World Class Business Process Outsourcing

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About Nine Keys to World-Class Business Process Outsourcing. Business Process Outsourcing (BPO)-the sourcing of business services through external third parties-is a global phenomenon, which generated nearly \$300 billion worldwide in 2012. BPO is highly IT-enabled, and on a growth trajectory that impacts across functions of major, medium and small enterprises, including procurement, human resources, accounting and finance, sales, marketing, legal, asset management and key administrative ...

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Nine keys to world-class business process outsourcing Lacity, Mary and Willcocks, Leslie P. ORCID: 0000-0003-2572-9554 (2015) Nine keys to world-class business process outsourcing. Bloomsbury Information, London, UK.

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Nine Keys To World Class Business Process Outsourcing

In a time when organizations are seeking additional value from outsourcing, Nine Keys to World-Class Business Process Outsourcing provides a much-needed road map to making BPO relationships more successful. Both buyers of outsourcing services and their service providers need to take these lessons seriously - change is required.

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