GRADE FORM USED FOR CONTINENT GROUPS

(South America, Africa, Europe, Asia)

**1. Continent Overview:** Group showed us the major countries exporting ITO and BPO services on this continent and showed us the major countries to which they export. The Grouplistedthe top 10 suppliers of ITO and BPO services and compared the top suppliers in terms of revenue, number or employees (if possible), etc.

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Beyond  Words | Unaccept-  able | Very  Poor | Poor | Sub-  stantial  improve-  ment | Some  Improve-  Ment | Solid | Well  Done! | Excellent | Exceptional |

**2. Country Overview:** Group described relevant attributes of the country or countries in terms of GDP relative to the United States, ITO/BPO services exports and imports (if possible), key government policies pertaining to ITO/BPO, ITO/BPO workforce, major cities within the country providing ITO/BPO services, and the relevant Infrastructure. ***Group described the major risks US managers will have to mitigate when outsourcing to suppliers in this country.*** Risks may include political risks, cultural risks, human resource risks (number of qualified workers, turnover, etc.

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**3. Supplier Overview:** Group focused on one to three of the top suppliers and told us more about the supplier’s history, CEO, major customers, competitive positioning, and financial performance in terms of five year stock price, five year sales, five year profits if possible.

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**4. Group designed a fun and worthwhile class activity:**

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| Beyond  Words | Unaccept-  able | Very  Poor | Poor | Sub-  stantial  improve-  ment | Some  Improve-  Ment | Solid | Well  Done! | Excellent | Exceptional |

**5. Group conducted secondary research. Group presented at least 20 external references (of which 10 must be from academic sources) from reliable sources above and beyond class readings. When group cited surveys, the audience was informed about the survey in terms of size of organizations that participated (such as Fortune 500), geographic dispersion (such as U.S. or global), sample size, and date of data collection:**

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| Beyond  Words | Unaccept-  Able | Very  Poor | Poor | Sub-  stantial  improve | Some  Improve-  Ment | Solid | Well  Done! | Excellent | Exceptional |
|  |  |  |  |  | Fewer than 20 references | 20 references, fewer than 10 academic | More than 20 references, fewer than 10 academic | 20 references, at least 10 academic | more than 20 references, at least 10 academic |

**6. Group conducted original research (interviews plus an optional survey). The interviewees were relevant to the group topic; If the group did a survey, the survey was well designed and sample size was at least 40 people:**

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| Beyond  Words | Unaccept-  Able | Very  Poor | Poor | Sub-  stantial  improve-  ment | Some  Improve-  Ment | Solid | Well  Done! | Excellent | Exceptional |
|  |  |  |  |  | 1 survey only | 1 relevant interview only | 2 relevant interviews or one relevant interview and a survey | 3 relevant interviews or two relevant interviews and a survey | 4 relevant interviews or three relevant interviews and a survey |

**7. References to primary or secondary data were properly cited on each slide. At the end of the presentation, references were organized into the following sections:**

* **Academic references (should have at least 10)**
* **Other secondary references (should have at least 10)**
* **Original sources of data**

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**8. Group designed beautiful, engaging power point slides or (Prezi); Visuals on almost every slide; Fewer than 51 slides (not including references).**

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**9. Group members were prepared, enthusiastic, credible, knowledgeable, and engaging. Each presenter communicated clearly and effectively by moving around the speaking space, making eye contact with the audience, speaking loudly enough to be heard by the entire class, did not use note cards and did not stand behind the instructor’s station; Group balanced and seamlessly integrated presentation content and time among the group members:**

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**10. Group presentation was completed in allotted time.**

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