Title: Nine Keys to World-Class Business Process Outsourcing
Authors: Drs. Mary Lacity and Leslie Wilcocks

Overview: Almost a decade ago, the book From Good to Great changed the way companies thought about their success and strategies for success by identifying companies and their “key” strategies that allowed them to go from “good” to “great.”

This book, released at the start of 2015, by these prolific writers and researchers provides readers with the same ideas for creating success in Business Process Outsourcing. The book is full of examples from world-renowned companies like Microsoft, BP and EMC, and examines the nine principles that make BPO a success. These principles range from strategic thinking to effective management. One of the principles directly talks to the role of innovation (For more on the topic, see our Innovation coverage).

Reviews:

“BPO success comes not just from creating and implementing the right strategy but also creating the right eco-system that can support the decision and implementation. This is one of the few books that I have come across that deals with the topics of leadership and integration of retained organization with that of outsourced operations. Clearly, these nine principles spell success for many well-known companies and I highly recommend this book for all who are thinking about, managing or renewing their BPO engagements – customers and providers alike.”
— Jag Dalal, COP-GOV, Chief Advisor, Thought Leadership, IAOP

“Mary Lacity and Leslie Wilcocks represent the ‘dream team’ of sourcing – and their book delivers grounded, insightful advice to those who strive to excel at Business Process Outsourcing. This is a must read for any business manager who wants to understand the what, why and how of BPO best practice.”
— Dr. Barbara Wixom, Principal Research Scientist, MIT Sloan Center for IS Research

Tell us what you think:
Pulse wants to hear what you think of this book. Share your review with us at pulse@iaop.org

Book Topics:
The book is organized into the discussion of nine principals first and then provides four different case studies of global leaders who have benefited from these principles. The great thing about the discussion of the principles is that it provides the reader with details about each, as well as tools and techniques for implementing them. Each chapter also has an excellent reference bibliography for those who want to dig deeper into the topic.

Why We Like It:
Although outsourcing and BPO have become accepted management strategy and tactic, many still struggle with implementing them successfully. Leaders who we meet through IAOP’s Global Outsourcing 100, Outsourcing World Summit and chapters have overcome many of the challenges but still wax many.

A book that can take the experience of world-class organizations like Microsoft and provide readers with easy to grasp principles of success has to be a ‘must read’ and kept on the front of the bookshelf. I know that I will include these principles in future revisions of Certified Outsourcing Professional (COP) materials.

Available formats: Print and digital versions