



NOA Launches Programme to Rid Public Sector of Outsourcing Failure

The NOA kicks off a programme to drive success in public sector outsourcing with a free conference and training, to support the public sector in its time of need

At a time when an unprecedented number of government organisations are choosing outsourcing to improve services and help deal with cuts to funding, the National Outsourcing Association (NOA) is launching a campaign to continuously drive improvements in public sector outsourcing, with a programme comprising of:

- A free-to-attend Public Sector Day conference (including free outsourcing training)
- Free access to the NOA's Outsourcing Life Cycle Model, tailored for public sector use
- Free access to the NOA's Maturity Index, analysing an organisation's outsourcing maturity
- An "Outsourcing Works in the Public Sector" supplement detailing the best public sector case studies
- A series of public sector special interest groups
- Corporate accreditation for public sector organisations

The NOA has developed a huge body of outsourcing best practice resources over the past decade. This body of work has now been tailored for public sector use and will be made widely available to public sector organisations.

Kerry Hallard, CEO of the NOA, commented: *"We're fed up with all of the negative media coverage public sector outsourcing has been receiving recently: Cornwall County Council, the NHS and the Ministry of Justice have all been subject to it. As the industry association promoting best practice in outsourcing, it's always very disappointing to see examples of outsourcing failing in such a manner, especially knowing the benefits outsourcing can deliver when properly implemented and overseen.*

"The NOA is here to help rid the public sector of such failures – we're doing everything we can to support our public sector and ensure it gets the utmost from its outsourcing. Our Public Sector Day will also celebrate the most successful cases of public sector outsourcing in recent years, highlighting the accomplishments so that other government departments and organisations can achieve the same. By embracing the full programme following the event, public sector organisations will be shown how to permanently embed best practice across all of their outsourcing contracts."

The campaign begins on **Monday 25th April** with the launch of the NOA's inaugural **Public Sector Day**, a one-day conference where representatives from public sector organisations will be shown what future trends and technologies will transform the way that they work, share best practice on how to better manage outsourcing relationships, and see how outsourcing can help to deliver public services in a more cost-effective manner. The event is free to attend for all buyers of outsourcing and aimed particularly at those in the public sector. It features free outsourcing training workshops led by NOA specialists, demonstrating the latest best practice in outsourcing governance and relationship management.

All attendees will also be given free access to the **NOA's Outsourcing Life Cycle Model** – a 100+ page framework, tailored to benefit those that work in the public sector, that acts as the global standard for excellent outsourcing. The Life Cycle Model has been used, critiqued and refined by over 200 organisations, ensuring that it remains the definitive guide for outsourcing best practice globally.

Attendees will also get free access to the **NOA's Outsourcing Maturity Index** live at the event – a questionnaire that summarises an organisation's outsourcing maturity level, assessing how well they comply with best practice standards and highlighting specific areas for improvement.

The Public Sector Day will be followed by more intimate special interest groups, where public sector representatives will share recent outsourcing experiences and discuss hot topics such as open-book contracting,

price benchmarking and other innovative contracting models. Following the event, public sector organisations will also be encouraged to undergo **NOA Corporate Accreditation**, a process of internal review and external assessment where the strengths and weaknesses of their current approach to outsourcing will be highlighted and acted upon.

The BBC recently became the first public sector organisation to achieve full NOA corporate accreditation, passing with merit after rolling out the programme company-wide, end-to-end across 12 major outsourcing contracts.

More about the Public Sector Day

The NOA's Public Sector Day features talks, interviews and demonstrations delivered by public sector savants, along with insightful case studies, free training, and plenty of networking between public sector executives and supply-side experts. The event is entirely free to attend for buyers of outsourcing and corporate members of the NOA.

[Find out more.](#)

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About the NOA

The National Outsourcing Association (NOA) is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing. www.noa.co.uk

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Kerry Hallard, CEO of the NOA, is available for interview – please contact Jeremy Coward.