

Synopsis: Managing Outsourcing Transition, Exit and Change.

Overview

Many more organisations are actively reviewing their sourcing options and deciding to change their current sourcing arrangements. This might involve transitioning and service manages currently by a 3rd party back in house, moving a service from one 3rd party to another or perhaps moving a service from in-house to a 3rd party for the first time.

Successful transition can be highly complex and for many organisations it may not be something they do often. The range of issues include complying with legal requirements, dealing with the Exit from 3rd parties, knowledge management challenges and maintaining service levels. A major challenge for organisations is to ensure that the relationship between the parties involved is a positive and constructive one.

This workshop provides participants with the knowledge, insights and tools to develop their own successful approach to this critical area.

Who should attend?

All those whose role involves them in the management and implementation of sourcing transition, transformation and exit projects. It will be of interest to project managers, risk managers, operations managers, outsourcing, relationship and supplier managers amongst others.

Course objectives

- Define the goals of outsourcing transition and identify the challenges to be addressed.
- Understand the practical and legal issues and ensuring the right advice is obtained.
- Establish knowledge management strategies
- Manage 'Exit' successfully.
- Identify tools and approaches to support effective transition, exit and change.
- Transfer learning to work based challenges.

Course Structure and Content

- The goals of transition, transformation and exit and the challenges that are faced.
- Outlining what is required in the Global Sourcing Standard regarding the Transition phase.
- Consideration of the change management issues that relate to Transition.



- A knowledge management framework and its relevance and importance in Transition.
- How to develop effective Exit plans.
- What must be done throughout the outsourcing life cycle to manage Transition
- Considering Transition governance examples.
- Practical issues regarding the transfer of assets.
- An overview of TUPE and the key issues and challenges that may arise.
- Consideration of regulatory requirements.
- Transformation projects, including those involving offshore operation.

Workshop format

The course is an interactive and engaging one day workshop in which industry expert facilitators present a range of ideas, models and examples of best practice.

The participants will have ample opportunity to explore the ideas through plenary discussions and working in small groups. In particular, the facilitator will encourage the group to consider how the workshop content can be applied to their own situation.