

1. "A Detailed Look into the Effect of a Balanced Scorecard on a Supplier's Relationship"
2. "A gap analysis of company X recommendations against our overall supplier management framework and our Exit planning template/guidance"
3. A review of an Exit plan against best practice
4. A review of sourcing to make best sourcing recommendations
5. "Account opening process: A new migration. Key guidelines in assisting the business in ensuring outsourced activities operate in the most operationally efficient manner possible."
6. "Addressing the need of a company's desire to improve its complaint handling service by expanding its operation and managing"
7. "Agreeing and implementing a standardised reporting methodology to enable consistent and concise reporting. Helping to embed cultural change to ensure successful strategy."
8. "An examination of the conversion process against other models to improve our approach to converting new business"
9. Analysis of the Migration of Pensions and Books Services
10. "Analysis of the obligation management element of the Outsource Management Model"
11. "Are we sure that we are engaging with the right people within the business to ensure effective management and oversight of contracts?"
12. Assessing how healthy an off-shoring relationship is?
13. "Assessing the feasibility of outsourcing low complexity, rules based tasks to deliver cost savings and maintain quality"
14. Audit: supervision, review and challenges
15. Considering the governance process: Determining materiality and the requirements and expectations with our suppliers for such arrangements
16. "Contractual compliance and business development to ensure longevity of the relationship"
17. Creating a supplier pipeline document for regular review
18. Critical Reflection on the Outsourcing Life Cycle
19. "Customer experience within the offshore call centre: How to deliver an improved Net Promoter Score"
20. "Describing the planning process for an audit of outsourced arrangements."
21. "Design and implementation of an online tool to support our supplier Governance, Risk and Assurance processes"
22. "Design, implementation and review of effectiveness of a governance model for key vendors"
23. "Designing a risk management model that addresses gaps identified within an existing service outsourced by a large multi-national financial institution"
24. Developing a Community of Practice (CoP) to deliver an enhanced service and level of protection to customers.
25. "Developing an approach document for the completion of a franchise based risk assessment, from a company X perspective, for technology."
26. "Devising service schedules and defining the MI Provision required to provide effective oversight and management of the outsourced arrangements. "
27. "Discussion of the design and implementation of a sustainable assurance framework that assesses the effectiveness of how a leading financial services institution executes and manages its outsourced service arrangements. "
28. "Drafting a Service Schedule (SS) as a SMEs in line with their knowledge of their own process. "
29. "Ensuring all suppliers are effectively assured on a risk based / evidence based approach through the implementation of the Tool Kit"
30. Ensuring compliance in financial services outsourcing

31. "Ensuring risk can be identified and managed while ensuring compliance to a company's policy. "
32. "Ensuring that a robust day to day governance framework is put in place for oversight of the internal sourcing and shared service arrangements"
33. "Establishing a formula approach for establishing right-shore FTE requirements"
34. "Evaluate how a multi divisional organisation manages the conflicts and/ or challenges arising from adopting a standardised approach to strategic goal alignment "
35. "Evidence of whether we currently have the most effective method of office paper supply and production of one large volume letterhead for our business?"
36. "Explore and debate the flaws and subsequent changes made to the key governance structure managing the relationship with our key supplier "
37. "Finding a method of ensuring a company gets the best 'value' from its Supplier in its IT outsourcings"
38. Further steps to be taken regarding the importance of having governance, oversight and effective management of outsourced contracts/suppliers.
39. "Governance framework and controls: providing enhanced oversight of risk management and control environment by the service provider organisation and the service receiving organisation "
40. "Historically the manufacture and distribution of Loans & Savings products has been a core competence. To what extent can we strategically manufacture and distribute, whilst still delivering the same experience to customers"
41. Home Claims Supply Chain Review
42. "How can I assess how external companies in Financial Services and different sectors, identify, assess and mitigate risk in the outsourced supply chain and apply that learning to improve company X's supply chain risk process ?"
43. "How can an organisation can benefit from involving a Relationship Management Team in all phases of the Outsourcing Lifecycle?"
44. "How can Governance Effectiveness and Engagement be Improved?"
45. "How can I better manage the relationship with stakeholders if a decision is made to increase the scope of outsourced services?"
46. "How can I create a contract that delivers a collaborative approach and sustained win-win for client and provider?"
47. "How can I design an outsourcing contract that adopts the appropriate pricing and financial incentivisation structure for now and the future?"
48. "How can I design an outsourcing contract that adopts the appropriate pricing and financial incentivisation structure for now and the future?"
49. "How can I develop an insight and foresight focus to complement the traditional oversight focus of service management and reporting?"
50. "How can I employ outsourcing literature and best practice to assist my small scale, outsource supplier employer?"
51. How can I enhance our existing outsourcing life cycle model?
52. "How can I ensure high performance through process transitions to offshore locations?"
53. "How can I establish a Sourcing Strategy for Lancaster University Facilities Division?"
54. "How can I help develop a Key Term Sheet that ETS can use on all its outsourcings that helps "front end" the most difficult important issues and promotes a more "joined up" way of working between the Service Line and various functional experts? "
55. "How can I help my organisation to achieve Innovation and continuous improvement from its relationships with outsourced service providers"

56. How can I implement quality improvements?
57. "How can I improve our customer proposition and management of reputational risk through the adoption of SRM?"
58. "How can I land the work of the Group so that it delivers sustainable benefit to the ETS organisation? How do I get top management's attention and buy in?"
59. How can I measure the health of my outsource relationships?
60. "How can I populate a quality and control framework? How can I implement an overall audit trail / assurance process for key activities?"
61. How can I/we improve the perception of IT with our current clients?
62. "How can my organisation ensure that it is using best practice for its SLAs?"
63. "How can our Project Transition be improved to meet specific corporate business goals?"
64. "How can our Stakeholder Management process be improved to better deliver the aims and objectives of the process which supports the development of collaborative working relationships?"
65. "How can the effectiveness of Supplier Relationship Management be improved at company X"
66. "How can the relationship with a supplier be maintained and improved when specific perceptions in the internal delivery community are causing harm?"
67. "How can we be sure that cost efficiencies are identified and driven to bottom line profitability?"
68. "How can we entrench BS11000 as a way of working within the organisation that ultimately shapes our thinking & decision making?"
69. **How** can we improve the effectiveness of our RE process?
70. How can we shift from a client led to a client focused culture?
71. "How did I facilitate an unofficial "step in" to improve Supplier A's life
72. product monies out process to drive business efficiencies and to improve the customer journey?"
73. "How do I accommodated a shift in Customer A's appetite to pursue discretionary change from a key supplier?"
74. "How do I create an outsourcing contract schedule that uses the correct levers to create a real partnership approach"
75. "How do we approach contract renewals with existing clients to ensure it delivers mutual benefits?"
76. "How does an organisation benefit from maintaining a
77. 'Retained Team' to govern an outsourcing arrangement?"
78. "How does changing the Service Level Agreements (SLA's) in place in a contract and utilising alternative approaches of incentive based/outcome driven measures can drive a difference in service performance from a supplier?"
79. "How does Lean Six Sigma impact upon outsourcing decision making and creating excellent services in outsourcing"
80. "How does Lean Six Sigma impact upon outsourcing decision making and creating excellent services in outsourcing?" "
81. "How effective is our day to day Engagement Model with company X, in the delivery of our company X Operation?"
82. "How effectively does a company manage risks in the outsourced supply chain with specific consideration for the challenges faced in regulated environment and a closed mortgage book that is reliant upon a number of materially outsourced relationships?"
83. "How to deliver a contractual agreement and a robust governance model?"

84. "How to gain a clear and timely understanding of a client's situation prior to a client governance review. "
85. "How to improve the invoice process in line with the outsourcing life cycle"
86. How to keep IT outsourcing simple, flexible and agile during its life cycle
87. How to manage a multi client environment more effectively
88. "How to rationalise spend with service providers wherever possible whilst driving best value for money from areas of high spend?"
89. "How will Root Cause Analysis address the business' corporate objectives and assist with meeting our clients' expectations?"
90. "Identify frameworks and techniques that can be adopted to transition initial relationship engagement through to longer-term profit (for both parties) relationship management and growth. "
91. "Identify gaps in service delivery oversight/Governance framework. Measure the effectiveness of our relationship management."
92. "Identify tactical opportunities to outsource Inbound Document Management (Scanning) activities across CFS Shared Services, engaging with incumbent suppliers to leverage best commercial value and service improvement opportunities through a strategic partnership approach. "
93. "Identifying and comparing the roles and responsibilities of the SLA Owner and the Business Divisions. "
94. "Identifying and mitigating cyber security risks in a company X's IT outsourcings in multi vendor environments. "
95. "Identifying, developing and delivering a method of reporting which reflects the large number of varied services provided to the various Multi Functional Units (MFU's) within a company"
96. "Implementing a Business Partnering Model to build a culture of working together across the whole organisation"
97. "Improving the levels of innovation and continuous improvement delivery from our outsourced service providers"
98. "Insight on "good governance". How to use governance to drive insight and establish best practice?"
99. "Integration of the company strategy into outsourced
100. providers, with increased profit generation/cost saving opportunities from application of the 'strategic anchors' within our outsourced partners."
101. Intra-Group' sourcing arrangements: oversight and assurance
102. "Is the current supplier relationship management model
103. enabling optimal partnership benefits to be achieved."
104. "Is the ORQA still up to date and does it continue to meet its
105. original business objectives? Does the ORQA remain aligned to business objectives and overall strategy? "
106. Key considerations for designing and defining an SLA
107. "Management of operational governance and contract changes
108. resulting from the transfer of IT support services from company X to company Y"
109. "Managing the dichotomy of servicer and client cultures as a critical success
110. factor in outsourcing"
111. "MI Flow: How to accurately use MI to fully manage and
112. challenge performance"
113. Mission Statements: The first Step to Establishing Corporate Identity & Brand

114. Mission statements: the first step to establishing corporate identity and brand
115. "Our internal outsourcing framework of governance: How it
116. compares with external models? "
117. Outsourcing - How much is too much?
118. Outsourcing – love it or hate it – is it our future?
119. Outsourcing Assurance Testing in Retail Banking
120. "Outsourcing IT in a Bank: How do KPI's contribute to an
121. improved Service Provision?"
122. "Outsourcing Plus Checklist ('OPC') - A checklist to act as a
123. sense check for outsourcing business cases and enable more informed and robust decision making by Senior Management"
124. "Planning of Exit stage and will seek to address the
125. requirements of producing an effective Exit Plan. "
126. "Principles and challenges of assurance activity: Sustaining effective outsourcing risk management. "
127. Print & mail lessons learned
128. Procurement - Is there a problem?
129. "Provide critique on how effective Knowledge Management/Transfer can smooth outsourcing contractual transitions and exits."
130. "Relationship Management: Improving the relationship with strategic sourcing partners"
131. "Review and identification of challenges and shortfalls: How to engage with key stakeholders and how to work intuitively internal customers to simplify processes and procedures?"
132. "Review of the effectiveness of the performance management process, in particular contractual SLA's and reporting."
133. Review of the Outsourcing Life Cycle within a company.
134. Sourcing Governance at company X
135. "Supplier Management - Did we get the cultural and business matching right? Did we choose the right approach?"
136. "The alignment of external supplier performance and assurance activity"
137. "The contract between Company A (the Client) and Company B (the Supplier) for the servicing of a small book of non strategic activity has reached the end of its term with no agreed exit plan. What are the options open to Company A for the on going servicing of business?"
138. "The development and the implementation of the category strategy for Complaints Handling Services."
139. The Governance of the Relationship Management Part of the Life Cycle
140. "The impact of the bank's culture (internal) and the regulatory environment (external) on the effective implementation of the Framework"
141. "The importance of Relationship Management and engagement within an outsourcing environment"
142. "The Importance of the Role of the Project Management Office in Outsourcing"
143. "The importance of having governance, oversight and effective management of our outsourced contracts/suppliers"
144. The Outsourcing of Anti Money Laundering (AML) Ongoing Reviews
145. The quantification of a company's supplier risk exposure
146. "Transition and Change: How they relates to the outsourced operations of a company?"
147. "Transitioning from an internal global governance framework to the Sarbanes Oxley Act (SOX)"

148. "XXX Bank, Outsourcing Framework & linkage to Outsourcing Risk Matrix"
149. "What are the benefits of a sole source arrangement with particular reference to our company in the UK Like and Pensions (L&P) Industry?"
150. "What are the cultural differences within the two organisations and what possible solutions are there to enhance the effectiveness of the emerging management model?"
151. "What are the cultural, corporate and operational challenges arising from offshore project partnering, and how do these inform areas for consideration when assessing opportunities for outsourcing operational activities offshore?"
152. "What are the decision points that some long term contracts can reach after contract inception?"
153. "What are the main metrics to support the Organisational Intelligence (OI) based on its outsourcing strategy? What are the main threats which may impede or delay to the roll out of these metrics? "
154. "What changes can a company consider to improve its knowledge sharing practices?"
155. "What changes can we consider to improve its knowledge sharing practices?"
156. "What commercial model fits best in an Outbound Sales, Outsourcing environment?"
157. "What criteria needs to be satisfied when deciding between single or multisourcing?"
158. "What is the appropriate Governance Model to drive performance and deliver benefits with an outsourced provider?"
159. "What is the purpose of Due Diligence and how does this add value to any strategic evaluation"
160. "What is the value of establishing a joint view of the partnership approach?"
161. "When Green feels like Red - What measures are available for managing performance in an outsourcing relationship? "
162. "Wholesale review of company X's outsourcing model with a view to implementing a value added approach to governance"