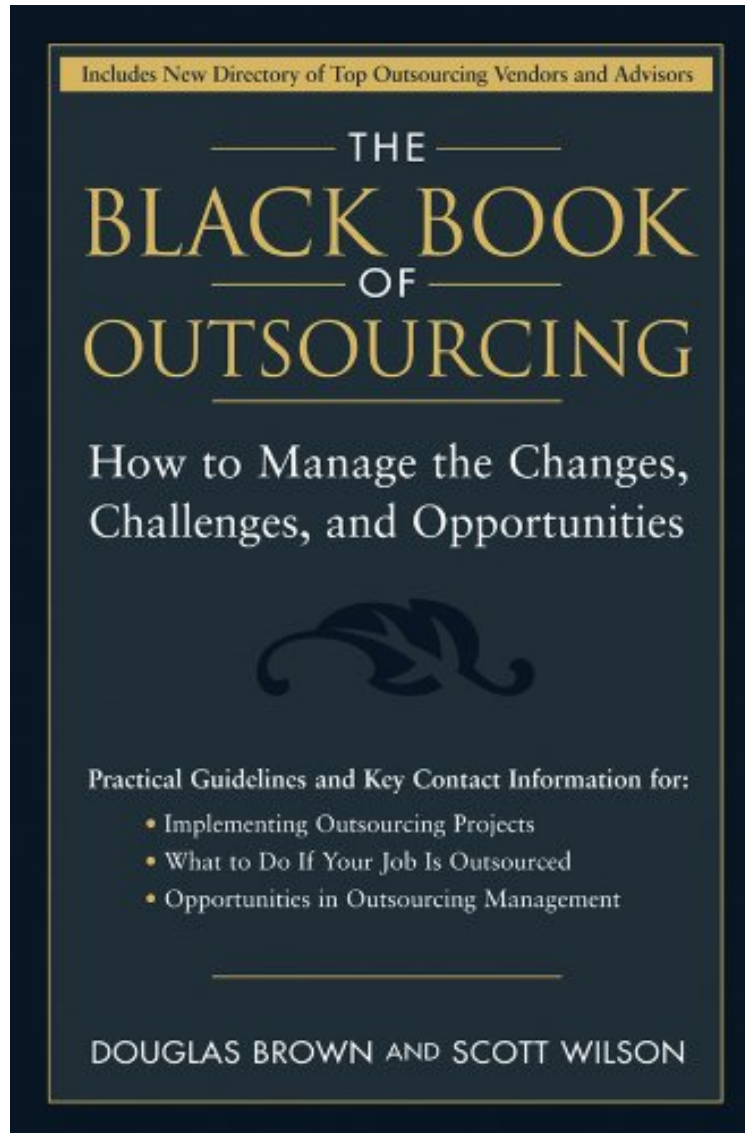


The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities

Douglas Brown, Scott Wilson

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Douglas Brown, Scott Wilson : The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities before purchasing it in order to gage whether or not it would be worth my time, and all praised The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities:

2 of 2 people found the following review helpful. Avoid at all costs.By CustomerBy far the most over-hyped garbage I've ever bought. I don't need a list of outsourcing vendors in the US, nor do I need a list of possible jobs to outsource, or a list of jobs which are 'outsourcing-proof'.I was expecting a book with sound, solid advice on how to manage

outsourcing teams, partners and managers but instead I've bought pages of mindless drivel and sidebars talking about U.S state specific laws and companies, hardly relevant in a global economy. If you are an American looking for a book where roughly half of the content is absolute waste and the other half is filled with non-informative filler words everywhere go ahead and waste your money on this. Everyone else should avoid it. You can find better advice on craigslist. 1 of 1 people found the following review helpful. Gerat book for someone new to outsourcing By Kris Jennings I was completely new to this area and found the book informative and well laid out. Perhaps not for the experienced outsourcer, but an extremely valuable resource for someone who has not worked in this field for many years. It certainly covered all areas and aspects that might not have immediately occurred to me to factor in. Just pone note ... I purchased a used copy, and the data referenced was prior to 2002. Had I thought this through I would certainly ensure I purchased the most recent publication. 6 of 6 people found the following review helpful. Cursory Overview at best By JMack This book does not offer any significant value to anyone seriously considering the detailed aspects of outsourcing. Was extremely dissapointed in the acaademic approach to SLAs and contractual issues instead of real tangible insights into these areas. Can find better resources in free options. Will not advance your ability to execute this type of model. Not a book I would recommend.

Revised for 2009 and beyond, *The Black Book of Outsourcing* is a comprehensive guide and directory for the evolving field of outsourcing, including expert advice on how to operate an outsourcing program. Valuable governance checklists, offshoring insights, best practices and one-of-kind resources are featured in this bible of the outsourcing industry. First published in 2005, this topical, bestselling manual explores the evolution of both outsourcing buyers and suppliers. Outsourcing and research gurus Douglas Brown and Scott Wilson chart a course of advice for business leaders charged with managing sourcing initiatives, present a wealth of opportunities for job seekers, and offer insights for entrepreneurial thinkers and investors worldwide

ldquo;hellip;a comprehensive introductionhellip;rdquo; (Supply Management, 6th October 2005) From the Inside Flap This handy guide presents an intelligent overview of the costs and benefits of outsourcing, its uses and applications, and the processes used to manage it. Endorsed by industry experts, it demonstrates how to deal with outsourcing as an emotional and political issue, shows how to update your business strategies to take advantage of outsourcing opportunities, and provides a wealth of resources for those who want to build a successful career in the outsourcing industries. Outsourcing is a hot topic among business leaders and workers in the global business community. In *The Black Book of Outsourcing*, outsourcing gurus Doug Brown and Scott Wilson demystify the subject and show executives and staffers alike how to successfully assess and implement outsourcing, communicate internally and with partners, measure performance, and lead outsourcing transitions. But more than just outlining best practices, the authors debunk some of the most persistent myths about outsourcing and its effects on the economy, and provide managers with the help they need. Most important, they equip you with a wide range of opportunities for professionals in the outsourcing industry, including new certification programs and key outsourcing vendors. *The Black Book of Outsourcing* covers every major topic and application of outsourcing, including: Outsourcing to meet new business challenges Achieving outsourcing operational excellence Building new revenue streams through outsourcing Using outsourcing to reduce corporate risk Developing value-creating outsourcing relationships Building a career as an outsourcing professional Based on Brown and Wilson's extensive experience working with dozens of companies on every aspect of outsourcing, this book provides the practical tools and information you need to make smart decisions in planning, developing, implementing, and leading effective outsourcing initiatives. Whether managers are concerned about the emotional and political side of outsourcing or the practical side of getting it done, *The Black Book of Outsourcing* offers comprehensive coverage, practical solutions, proven tactics, and trustworthy advice. From the Back Cover PRAISE FOR THE BLACK BOOK OF OUTSOURCING "The Black Book of Outsourcing moves beyond the rhetoric and offers specific strategies for those choosing to outsource and for those whose careers have been impacted by outsourcing. Outsourcing is a reality. This book shows companies and workers alike how to turn it into an opportunity." mdash;Thomas J. Donohue, President and CEO, United States Chamber of Commerce "An exhaustive, in-depth look at one of the most pressing competitive issues of our time. Required reading for all executives who hope to survive in the global economy." mdash;Joseph P. Quinlan, Chief Global Economist, The Johns Hopkins University "This book will help you gain an understanding that in the new global, high-tech economy, there's no cruising altitude." mdash;Robert Reich, Former U.S. Secretary of Labor, Clinton Administration "Outsourcing is not a fad, but an important shift in how business is done in the global economy. As a global outsourcing leader, Capgemini understands the importance of being informed in making any outsourcing decision. *The Black Book of Outsourcing* provides a wealth of information on how to get it right." mdash;Terry Jost, North American Outsourcing Leader, Capgemini "The Black Book of Outsourcing offers fresh, organized thinking on one of the most vexing and emotionally charged business challenges." mdash;Ashish Arora, Professor, The Heinz School of Public Policy and Management, Carnegie Mellon University "This book challenges readers to re-evaluate their preconceived notions about outsourcing." mdash;J. Brian Quinn, Buchanan Professor of Management Emeritus, Tuck

School of Business, Dartmouth College "This is, without question, the most comprehensive publication on outsourcing. It's destined to become the most regarded source of essential outsourcing information and practice. The Black Book of Outsourcing is the most important outsourcing investment you can make." mdash;Ward Holland, Vice President, Strategic Initiatives and Corporate Development, Wachovia Corporation