When an organization starts to outsource their work processes to meet their needs, one of the primary concerns is on how to ensure that performance targets are hit efficiently, without compromising the quality of service delivery. To meet the performance goals, preparation is the key before the outsourcing implementation. Here are some of the preparation practices to ensure that outsourcing will achieve its long-term growth strategies for the business:

Creating a Readiness Checklist

The readiness checklist includes all the specific preparation tasks that need to be finished before the provision of services can begin. Each item listed in the checklist should have a status indicated and there should be reports regarding the preparation progress. The tasks in this checklist include: hiring employees with specific qualifications and preparation of their work stations, implementation of specific security measures and IT infrastructure as well as provision of language and skills training programs for the newly hired employees.

Establishing the right goals

A successful outsourcing strategy begins with establishing the right and measurable goals. It is crucial to understand for the outsourcing company to understand what a client's business goals are, how to meet those goals from a short to potentially long-term engagement. This defines the business value, and provides a working framework for the important decisions to make in the project and the levels of risk to assume.

Establishing the right goals provide the context to evaluate how successful or unsuccessful the outsourcing project is. Also key to this alignment process, is a foundational understanding of your outsourcing partner's organizational chart – who do you contact for day-to-day operations? Clear communication is critical for a successful implementation plan, and how well your outsourcing partner can meet staffing goals within certain timelines.

Sourcing the Right Talent

One of the biggest challenges for most organizations is the cost and time associated with attracting and hiring the appropriate talent. To ensure that the hiring process does not result in poor matches and lost revenue, it's critical to have a shared and detailed understanding of the job requirements and skill sets of the individuals being recruited for the position. At Tensei Philippines, our agents undergo in a written/oral language test, competency based interviews and background checking. This helps in filtering applicants in the most efficient way possible.

Training

To retain and grow the team successfully once they are hired, it is important to develop the right training methodology that would take advantage of the employee's strengths. By having proper documents for training and other workflows would mitigate any miscommunication, awareness of the way information is shared, and speeds up the onboarding process.

Establish Management

After the team is hired and the outsourcing has kicked off, the next step is to track performance and ensure that the benchmarks have been met. One way of doing this is to have an open conversation with the BPO company on what project management software they are using, so that you're able to gain visibility into the performance without micromanaging the team.

Final Thoughts

It is important to prepare thoroughly before implementing an outsourcing project to ensure that all the agreed-upon milestones are met. These preparations include: employee recruitment and training begins, work spaces and the supporting IT infrastructure is prepared, strictly following the guidelines set forth in the implementation plan and the readiness checklist. When you're well-prepared, outsourcing can grow your company in key areas. It's an opportunity to capitalize on your strengths and find ways to work more efficiently.

We at Tensei Philippines can help you navigate the process of outsourcing implementation, eliminating costly mistakes, allowing you to maintain your focus on your core business and reduce risk in the process. With a breadth of experience as outsource providers, we know what to ask and how to spot costly red-flags. Through the process, we shoulder the burden of the details while keeping you informed, empowered and in control.

ABOUT TENSEI PHILIPPINES

TENSEI PHILIPPINES INC. (BPO Division) as part of the Tensei Group of Companies, is an entity providing a valuable variety of business process outsourcing solutions that include Back Office, Contact Center, Information Technology, etc. We continually strive to be an innovative market leader in providing customized Offshore Outsourcing Management Solutions.

We want to help in making the world a better place, one problem solved at a time – all powered by solutions tailored to streamline operations, drive innovation, delight customers, and build brand recognition. At the end of the day, we only have one job – and that's to help businesses deliver better to their customers.