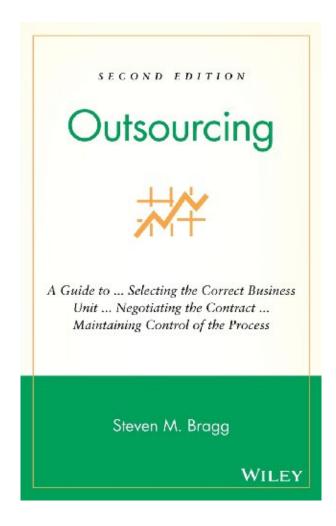
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SECOND EDITION

Outsourcing



A Guide to ... Selecting the Correct Business Unit ... Negotiating the Contract ... Maintaining Control of the Process

Steven M. Bragg

WILEY

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• Sales Rank: #4056088 in Books

Published on: 2006-02-03Original language: English

• Number of items: 1

• Dimensions: 9.09" h x 1.30" w x 6.28" l, 1.44 pounds

• Binding: Hardcover

• 400 pages

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A Very Topical Subject - Outsourcing

By Bungalow Details Robert Snare

This is a great book to understand Outsourcing, why you need it, when you need it and how to do it successfully. The book guides you through;

(1) The Advantages and Disadvantages of Outsourcing. (The basic rationale of the decision) (2) Contract-specific issues. (Legal, strategic impact, etc) (3) Transition issues. (Employment contracts, timelines, personnel) (4) Creating Control Points. (So you know what's going on) (5) Measuring the outsourced function. (Milestone events and performance tracking) (6) Managing the outsourced function. (Show optimal management type for every function) (7) Potential customer service issues. (Also applies to Internal Customers, the employees) (8) Getting out of the outsourcing arrangement. (You need to put it in the contract)

Interestingly enough, every function can be outsourced, either partially or completely. (Yes, even YOUR job!). Take a proactive approach. Buy the book, absorb the knowledge and be part of the solution rather than the problem. In addition to being an excellent author, Mr. Bragg "walks the talk". He's not an academician telling us how things could be but rather an experienced professional who understands how things work in the real world. A rare talent. You need this book. Rated A+++

10 of 11 people found the following review helpful.

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By A Customer

This book is the most complete and organized book written on outsourcing to date. While other books of the same topic focus specifically on one job function, Steven Bragg expertly discusses the advantages and disadvantages of outsourcing for each business unit, from Accounting to Engineering to IT, and so on. Whether you're a General Manager, CFO, CIO, or a Materials Manager, no other text can substitute for the wealth of knowledge found this book. Bragg also provides the reader with an excellent analysis of detailed legal and contractual issues for each department. Every manager responsible for making an outsourcing decision must keep this book by his or her side!

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Tired and Dated

By Shawn Edwards (Burlington, VT)

They can say its a new edition or its been updated, but the fact is that this particular outsourcing book is best borrowed.

We researched many books on the subject and this one has been around for awhile. Its basically one chapter reproduced several times for different departments but the insight is far from ground breaking. I advise you look at the current leaders in outsourcing book sales and get some newer information and innovative ideas.

On a positive note, if you have never had any exposure to outsourcing before, this book may meet your needs.

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