



COPC® Best Practices in Managing Outsourced Service Operations



Do you procure and/or manage outsourced call centers, dispatch technicians or other customer-facing suppliers? If so, this program is just for you! Get ready to become an expert in the outsourcing management field!

It all starts with selecting suppliers that meet your specific needs. You will learn how to:

- Set clear requirements to ensure you have internal alignment
- Issue requests for proposals with a clear understanding of what you require
- Objectively evaluate and select suppliers that meet your unique situation
- Develop contracts with terms and conditions that drive performance and consistency

As a vendor management professional, you will also come away from this training with the knowledge to meet your strategic goals through supplier management must-haves such as:

- Scorecards that measure what is most important
- Quarterly business reviews that drive transparency and accountability
- Strategies that balance service with cost containment

Course Benefits:

- Get better performance and demonstrate return on investment (ROI) from your outsourced service operations
- Effectively manage the work-from-home (WFH) environment
- Improve the customer experience while meeting business objectives
- Understand both the client and supplier aspects of various processes
- Learn how to apply concepts in “real life” using actual examples

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Topics Include:

- Key Functions of a Vendor Management Organization (VMO)
- Gathering and Analyzing Customer Feedback
- Managing by Metrics
- Workforce Management Fundamentals
- Channel Metrics and Management – Real-Time and Deferred Transactions
- Recruiting, Hiring and Training
- VMO Design Best Practices, Key Functional Roles and Minimum Requirement for Vendor Account Managers
- Quality Management Fundamentals
- Agent Monitoring and Development
- Outsourcing Services Process
- Implementing Programs and Change Management
- Cost and Efficiency Fundamentals
- Process Control and Performance Improvement
- VMO Metrics Beyond Service Delivery KPIs
- Live Facilitated Quarterly Business Review (QBR)

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Ideal for anyone involved in the sourcing or management oversight of outsourced CX operations, including subject matter experts in support areas.



Logistics

Live Virtual: 4.5 days

- A microphone and webcam are required.

Become a Certified Outsourced Operations Leader

To earn the designation of Certified Outsourced Operations Leader, attendees must successfully complete the course exam.

Attendee Feedback:

"This course is very relevant to my daily work"

"Good examples were used throughout from the facilitator's direct experience which helped bring key points and metrics alive"

"Direct actionable knowledge that can be immediately applied"

"The facilitators were very knowledgeable and personable and the group activities were great"

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