COPC® Best Practices for Vendor Management Organizations

Managing To Maximize

The mission of every Vendor Management Organization (VMO) is to maximize investment, yet many companies struggle with inconsistent performance from their vendors and a lack of control measures. This can be overcome by putting a high-performing management system in place that drives consistent outcomes, while simultaneously increasing revenue and optimizing costs.

The COPC Customer Experience (CX) Standard for Vendor Management Organizations (VMOs) is a proven performance management system designed to help you gain greater value from your vendor network. Introduced in 2002, the COPC CX Standard is built upon a comprehensive set of management best practices, providing organizations and their vendors with a shared vision of service excellence that drives quality and consistency across operations.

COPC® Best Practices for Vendor Management Organizations
The COPC CX Standard, along with our expansive industry experience, is the basis of COPC® Best Practices for VMOs training. Participants who successfully complete the training will be well equipped with the tools and best practices needed to successfully source and effectively measure and manage outsource contact centers and CX operations, resulting in improved performance and a more consistent customer experience. Participants who complete the training and pass the exam will graduate as Certified Customer Experience (CX) Performance Leaders.

Benefits of VMO training for your organization:

• Learn to properly source and purchase contact center services

• Build and optimize internal vendor management organizations

• Improve efficiency with outsource service providers – gain the best customer experience with the lowest cost

• Align systems and processes to more consistently meet company priorities

"COPC's training provides essential skills for any key contributor or management professional in contact center or service operations."
— General Manager, Microsoft

Best Practices for Vendor Management Organizations
Course Overview

In this course, you will learn how to:

- Define and implement a vendor management organization built upon industry best practices

- Partner with outsourced and internal service providers to deliver client-required services

- Tackle common challenges in outsourcing assisted support, such as significant seasonal spikes in staffing and unplanned leaps in contact volume

- Improve the vendor selection and vendor management capabilities of your buying team

- Gain the ability to understand, interpret, and apply the COPC CX Standard for VMOs to achieve high performance within your supplier network

- Learn how to spot and avoid common pitfalls when sourcing services and managing vendors

COPC® Best Practices for VMOs is ideal training for CX professionals from the following disciplines:

- Account and vendor management
- Procurement and contracts
- Strategic planning
- Workforce management
- Quality assurance
- Reporting and analytics
- Training
- Operations

Become a Certified Customer Experience (CX) Performance Leader

To earn the designation "Certified Customer Experience (CX) Performance Leader" and receive a certification plaque, participants must successfully complete the COPC® Best Practices for Vendor Management Organizations course and score 90% or better on the final exam.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations that support 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 for the delivery of a superior service journey. COPC Inc. is headquartered in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

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