# Business process outsourcing

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| **Specialty**<br>073-Management | **Institute**<br>Institute of Education and Science in Economics, Management and International Business |
| **Educational program**<br>Business Administration | **Department**<br>Management (204) |
| **Level of education**<br>Masters's level | **Course type**<br>Selective (Profile training) |
| **Semester**<br>2 | **Language of instruction**<br>English |

## Lecturers and course developers



### Pavlo Brin

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PhD in Economic Sciences, Associate Professor, Professor of Department of Management

Authored and co-authored over 200 scientific publications. Teaches courses: "Fundamentals of Management", "Strategic Management", "Fundamentals of Business Analysis"
More about the lecturer on the department's website

## General information

### Summary

The course covers all theoretical aspects of Business process outsourcing.

### Course objectives and goals

-to focus on key elements of business process outsourcing;
-to form students' ability to conduct analysis of company's process;
- to form students' skills of independent research of management problems

### Format of classes

Lectures, workshops, consultations, self-study. The course ends with a final exam.

### Competencies

GC2. The ability to communicate with representatives of other professional groups of different levels (with experts in other areas of knowledge / types of economic activity);
GC7. The ability for abstract thinking, analysis and synthesis.
SC2. The ability to define values, vision, mission, goals and the criteria, which can be used by an organization for choosing directions for future development, to create and implement corresponding strategies and plans
SC4. The ability to efficiently use and develop organizational resources
SC10. The ability to manage an organization and its development
SC2.1. The ability to assess the effectiveness of an enterprise's functional areas and to choose the ways for improving it

SC2.2. The ability to manage an enterprise's business-processes, including the selection of the most efficient supplier either inside or outside the organization.

## Learning outcomes

PO03. To design effective management systems for organizations
PO05. To plan an organization's activities from both strategic and tactical perspectives
PO06. To possess the skills in making, justifying, and ensuring the implementation of managerial decisions under unpredictable conditions, taking into account the requirements of the current legislation, ethical considerations and social responsibility
PO2.1. To be able to assess the effectiveness of functional areas of an enterprise
PO2.2. To be able to assess the efficiency of business processes of an enterprise and to select the most efficient supplier either within or outside the organization
PO2.3. To be able to manage an enterprise's business processes on the basis of the TQM principles

## Student workload

The total volume of the course is 120 hours (4 ECTS credits): lectures - 16 hours, workshops - 32 hours, self-study - 72 hours.

## Course prerequisites

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## Features of the course, teaching and learning methods, and technologies

Interactive lectures with presentations, discussions, workshops, project-based learning, teamwork, gamification, case studies

# Program of the course

## Topics of the lectures

Lecture 1     Introduction to Business Process Outsourcing
Lecture 2     Making a Sourcing Decision
Lecture 3     Sourcing Models: What and When to Outsource or Offshore
Lecture 4     Building Sourcing Competencies.
Lecture 5     Supplier Configurations and Capabilities
Lecture 6     Supplier Selection, Retained Management Capabilities and Legal Issues
Lecture 7     Managing Sourcing Relationships
Lecture 8     Governance of Outsourcing Relationships.

## Topics of the workshops

Workshop 1-2 Introduction to Business Process Outsourcing
Workshop 3-4 Making a Sourcing Decision
Workshop 5-6 Sourcing Models: What and When to Outsource or Offshore
Workshop 7-8 Building Sourcing Competencies.
Workshop 9-10      Supplier Configurations and Capabilities
Workshop 11-12     Supplier Selection, Retained Management Capabilities and Legal Issues
Workshop 13-14     Managing Sourcing Relationships
Workshop 15-16     Governance of Outsourcing Relationships.
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## Topics of the laboratory classes

This course does not include laboratory classes.

## Self-study

Reading cases and preparing for class discussions; assignments on data analysis

National Technical University
"Kharkiv Polytechnic Institute"

# Course materials and recommended reading

1 Burkholder, N. C. (2006). Outsourcing: The definitive view, applications, and implications. John Wiley & Sons. http://surl.li/qgtjj

2 Click, R. L., & Duening, T. N. (2004). Business process outsourcing: the competitive advantage. John Wiley & Sons. http://surl.li/qgtjo

3 Jeston, J., & Nelis, J. (2014). Business process management. Routledge. https://cutt.ly/uwCjCnyS

4 Bhandari A., & Verma, P. Strategic management: Conceptual framework. McGrow Hillhttps://cutt.ly/gEL06yB

5 Andersen, TJ (2013). Short introduction to strategic management. Cambridge University Press.https://cutt.ly/BEL2uxc

6 Gupta, V., Gollakota, K., & Srinivasan, R. (2007). Business policy and strategic management: Concepts and applications. PHI Learning Pvt. Ltd.https://cutt.ly/REL2n2w

7 Brin P., Prokhorenko O., Nehme M., Trabulsi H. (2020) Strategic Contribution of a Business Process to Company's Performance. Journal of Information Technology Management, 12 (3), 82–99 https://cutt.ly/tEZTEyr

# Assessment and grading

## Criteria for assessment of student performance, and the final score structure

100% Final grade as a result of
• final exam (30 %)
• a multiple choice test (20%)
 • an individual written assignment and its presentation in class (25%);
• continuous assessment: participation in class discussions (can be substituted by written assignments) (25 %)

## Grading scale

| Total points | National | ECTS |
|---|---|---|
| 90–100 | Excellent | A |
| 82–89 | Good | B |
| 75–81 | Good | C |
| 64–74 | Satisfactory | D |
| 60–63 | Satisfactory | E |
| 35–59 | Unsatisfactory (requires additional learning) | FX |
| 1–34 | Unsatisfactory (requires repetition of the course) | F |

# Norms of academic integrity and course policy

The student must adhere to the Code of Ethics of Academic Relations and Integrity of NTU "KhPI": to demonstrate discipline, good manners, kindness, honesty, and responsibility. Conflict situations should be openly discussed in academic groups with a lecturer, and if it is impossible to resolve the conflict, they should be brought to the attention of the Institute's management.

Regulatory and legal documents related to the implementation of the principles of academic integrity at NTU "KhPI" are available on the website: http://blogs.kpi.kharkov.ua/v2/nv/akademichna-dobrochesnist/

# Approval

| Approved by | Date, signature | Head of the department Olena PROKHORENKO |
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| | Date, signature | Guarantor of the educational program Pavlo BRIN |

**National Technical University "Kharkiv Polytechnic Institute"**