BPO Management and Vendor Oversight Best Practices Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital-first, efficiency-driven landscape, organizations rely heavily on Business Process Outsourcing (BPO) partners to enhance scalability, reduce operational costs, and accelerate transformation. As global enterprises expand, the need for robust vendor oversight, performance governance, risk mitigation, and contract compliance has never been more critical. Effective BPO management empowers companies to build resilient ecosystems, ensure service excellence, and safeguard customer experience across distributed delivery models.

BPO Management and Vendor Oversight Best Practices Training Course equips leaders with actionable frameworks for strategic vendor management, data-driven performance monitoring, SLAs & KPIs optimization, outsourcing lifecycle mastery, and continuous improvement methodologies. With a focus on emerging trends such as AI-enabled quality monitoring, automation governance, and regulatory compliance, participants gain the expertise needed to align BPO partnerships with organizational goals while driving measurable business impact.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Apply strategic vendor governance frameworks to enhance outsourcing effectiveness.
2. Analyze and develop AI-driven performance dashboards for BPO oversight.
3. Design data-centric SLA and KPI models to strengthen accountability.
4. Implement risk management and compliance controls across multi-vendor environments.
5. Improve operational resilience through structured escalation and continuity plans.
6. Execute contract lifecycle management with measurable ROI improvements.
7. Guide vendors through digital transformation & automation initiatives.
8. Strengthen customer experience (CX) outcomes through consistent quality management.
9. Facilitate cross-functional stakeholder alignment in outsourcing governance.
10. Apply Lean Six Sigma techniques for process optimization within vendor operations.
11. Conduct vendor maturity assessments using global benchmarking standards.
12. Lead governance meetings & quarterly business reviews (QBRs) effectively.
13. Establish a sustainable continuous improvement culture with data-backed insights.

Target Audience

- Vendor Managers
- BPO Operations Leaders
- Quality Assurance Managers
- Procurement & Sourcing Specialists
- Compliance & Risk Officers
- Shared Services Directors
- Business Transformation Managers
- CX and Service Delivery Leaders

Course Modules

Module 1: Fundamentals of BPO Management

- Understanding outsourcing models
- Key governance principles
- Regulatory & compliance considerations
- Vendor selection criteria
- Foundations of BPO risk frameworks

  Case Study: Evaluating vendor suitability for a global telecom provider.

Module 2: Vendor Governance & Oversight

- Building a vendor governance structure
- Roles & responsibilities across stakeholder groups
- Creating accountability frameworks
- Oversight mechanisms for multi-vendor environments
- Best practices for vendor communication

  Case Study: Governance redesign for a financial services outsourcing program.

Module 3: Performance Management

- Structuring performance scorecards
- Defining SLA / KPI baselines
- Root-cause analysis for metric deviation
- Implementing incentive/penalty models
- Monthly/quarterly business review techniques

  Case Study: SLA turnaround improvement for a healthcare BPO.

Module 4: Quality Assurance & Compliance Monitoring

- QA frameworks for outsourced operations
- Data privacy and regulatory adherence
- Real-time quality monitoring tools
- Sampling, calibration & audit techniques
- Corrective action & preventive action (CAPA)

  Case Study: Compliance remediation for a misaligned QA program.

Module 5: Risk Management & Business Continuity

- Vendor risk identification and categorization
- Control frameworks and risk registers
- Business continuity & disaster recovery
- Cybersecurity and data protection risks
- Risk reporting and escalation protocols

  Case Study: Risk mitigation strategy for a disrupted offshore location.

Module 6: Automation, AI & Digital Transformation in BPO

- Intelligent automation opportunities
- AI-driven analytics for performance
- Process mining and intelligent routing
- Automation governance models
- Managing change across vendor teams

  Case Study: Leveraging automation to reduce AHT for a retail BPO.

Module 7: Contract Management & Financial Oversight

- Contract structuring and negotiation
- Pricing models and cost optimization
- Financial compliance and audit trails
- Contract change control
- Renegotiation strategies

  Case Study: Contract rebaseline for cost savings at a logistics firm.

Module 8: Continuous Improvement & Relationship Management

- Building collaborative vendor relationships
- Kaizen and Lean methodologies
- Coaching and capability building
- Feedback loops and innovation pipelines
- Long-term vendor development plans

  Case Study: Implementing a continuous improvement roadmap for an insurance BPO.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
21 Sep 2026	25 Sep 2026	Online	$1,000
21 Sep 2026	25 Sep 2026	Physical	$1,500
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0

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