Strategic Outsourcing and Vendor Management with ISO 37500 Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #ISO7805_117465

Course Introduction / Overview:

In today's interconnected global economy, outsourcing has evolved from a simple cost-cutting tactic to a critical strategic enabler for innovation, agility, and competitive advantage. However, managing outsourcing relationships and ensuring vendor compliance is fraught with complexity and risk. This course provides a comprehensive framework for mastering this challenge, anchored in the globally recognized ISO 37500:2014 standard for outsourcing. We will delve deep into the entire outsourcing lifecycle, from initial strategy formulation and vendor selection to robust governance and relationship management. As noted by academic Leslie Willcocks, a leading authority in the field, successful outsourcing is less about contracts and more about creating collaborative, value-driven partnerships. This program, offered by BIG BEN Training Center, moves beyond theoretical concepts to provide practical tools and techniques for implementing a world-class outsourcing governance system. Participants will learn to mitigate risks, optimize vendor performance, and ensure full compliance, transforming their outsourcing arrangements into strategic assets that drive sustainable business growth and operational excellence. This course is your definitive guide to navigating the intricate landscape of modern outsourcing with confidence and strategic foresight.

Target Audience / This training course is suitable for:

- Procurement and Sourcing Managers.
- Vendor and Supplier Relationship Managers.
- Contract Administrators and Managers.
- IT and Operations Managers involved in outsourcing decisions.
- Compliance and Risk Management Officers.
- Project Managers overseeing outsourced projects.
- Legal and Commercial Advisors.
- Business Unit Heads and Department Leaders.
- Finance Managers responsible for outsourcing budgets.
- Internal Auditors and Quality Assurance Professionals.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Financial Services, and Insurance (BFSI).
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Logistics and Supply Chain Management.
- Government Agencies and Public Sector Organizations.
- Energy and Utilities.
- Consulting and Professional Services.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Legal and Contracts Department.
- Information Technology (IT) Department.
- Operations and Production Department.
- Finance and Accounting Department.
- Compliance and Risk Management Department.
- Human Resources (for BPO).
- Strategic Planning and Business Development.
- Internal Audit and Quality Control.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive outsourcing strategy aligned with organizational goals.
- Master the four phases of the outsourcing lifecycle as defined by ISO 37500.
- Implement a robust vendor selection and due diligence process.
- Negotiate effective contracts, Service Level Agreements (SLAs), and Key Performance Indicators (KPIs).
- Establish a strong outsourcing governance framework to manage relationships and performance.
- Identify, assess, and mitigate risks associated with third-party vendors.
- Ensure vendor compliance with contractual, legal, and regulatory requirements.
- Manage the transition and transformation phases of an outsourcing initiative smoothly.
- Develop strategies for fostering innovation and value creation within vendor partnerships.
- Plan and execute a structured exit or termination strategy when necessary.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures by integrating a dynamic blend of expert-led presentations, real-world case study analyses, and collaborative group exercises. Participants will engage in workshops to draft outsourcing strategies, evaluate vendor proposals, and develop governance frameworks based on ISO 37500 principles. Interactive sessions will facilitate peer-to-peer learning and the sharing of diverse industry experiences. We emphasize a hands-on approach, where participants will work through complex scenarios involving contract negotiation, performance disputes, and compliance audits. Our expert instructors provide continuous feedback and facilitate discussions that connect theoretical knowledge to the practical challenges faced by organizations. The learning environment is designed to be supportive and challenging, encouraging participants to build the confidence and competence needed to manage the entire outsourcing lifecycle effectively and strategically.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Outsourcing and ISO 37500

- Introduction to outsourcing as a strategic tool.
- The evolution of outsourcing models (BPO, ITO, KPO).
- Core benefits, challenges, and risks in outsourcing.
- Overview of the ISO 37500:2014 standard for outsourcing.
- Understanding the outsourcing lifecycle and its four key phases.
- The business case for outsourcing and stakeholder analysis.
- Aligning outsourcing strategy with corporate objectives.

Unit Two: Strategy, Initiation, and Vendor Selection

- Phase One: Strategy and initiation.
- Defining the scope and requirements for outsourcing.
- Conducting a thorough market and capability analysis.
- Developing robust vendor selection and evaluation criteria.
- The Request for Proposal (RFP) process and best practices.
- Conducting effective due diligence on potential vendors.
- Assessing vendor financial stability, technical capacity, and cultural fit.

Unit Three: Transition and Contractual Agreement

- Phase Two: Vendor selection, negotiation, and transition.
- Key elements of a comprehensive outsourcing agreement.
- Negotiating Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Defining roles, responsibilities, and communication protocols.
- Planning and managing the transition of services and knowledge.
- Change management strategies for internal stakeholders.
- Establishing the joint governance structure from day one.

Unit Four: Governance, Relationship, and Performance Management

- Phase Three: Delivering value through the partnership.
- Implementing the ISO 37500 governance framework.
- Techniques for effective vendor relationship management (VRM).
- Monitoring and measuring vendor performance against KPIs.
- Conducting regular performance reviews and audits.
- Managing contractual changes and scope creep.
- Ensuring ongoing regulatory and data security compliance.
- Fostering collaboration and innovation with your vendor.

Unit Five: Advanced Topics and Outsourcing Lifecycle Completion

- Managing disputes and implementing conflict resolution mechanisms.
- Advanced risk management and business continuity planning.
- Phase Four: Exit strategies and termination.
- Planning for contract renewal, renegotiation, or termination.
- Managing the seamless transition to a new vendor or back in-house.
- Knowledge transfer and asset repatriation processes.
- Final review of course concepts and developing a personal action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond cost savings, how can strategic outsourcing be leveraged as a primary driver for organizational innovation and competitive advantage?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by its rigorous and practical focus on the ISO 37500 standard, providing a structured, globally recognized framework rather than a collection of disparate best practices. While many courses cover outsourcing fundamentals, our program is built around the entire end-to-end lifecycle, ensuring participants master every phase from initial strategic analysis to a well-managed exit. We move beyond the transactional aspects of contract and performance management to emphasize the strategic dimension of vendor relationships, focusing on building collaborative partnerships that drive mutual value and innovation. The curriculum is uniquely designed to integrate the concepts of governance, risk management, and compliance into a single, cohesive strategy. Instead of just discussing what to do, we focus on how to do it, using interactive workshops and case studies that mirror real-world challenges. Participants leave not just with knowledge, but with a clear, actionable roadmap for implementing a robust and compliant outsourcing management system within their own organizations, turning a potential operational risk into a powerful strategic asset.