Strategic Outsourcing and SLA Management Excellence Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PSC2759_138686

Course Introduction / Overview:

In today's hyper-competitive global economy, strategic outsourcing has evolved from a simple cost-cutting tactic into a powerful tool for driving innovation, accessing specialized skills, and achieving significant competitive advantage. However, the success of any outsourcing initiative hinges on the meticulous management of vendor relationships and the robustness of Service Level Agreements (SLAs). This course provides a comprehensive A-to-Z framework for mastering the entire outsourcing lifecycle, from initial strategy formulation to vendor selection, contract negotiation, and ongoing governance. Drawing on principles articulated by industry pioneers like Michael F. Corbett in works such as "The Outsourcing Revolution," we explore how to build partnerships that deliver sustained value. Participants will learn to craft SLAs that are not merely contractual obligations but strategic instruments for aligning vendor performance with core business objectives. BIG BEN Training Center has designed this program to equip professionals with the practical skills and strategic foresight needed to navigate the complexities of modern outsourcing, mitigate risks, and transform supplier relationships into strategic assets that fuel organizational growth and resilience. This is more than a course on contracts; it is a deep dive into the art and science of strategic partnership management.

Target Audience / This training course is suitable for:

- Procurement and Sourcing Managers.
- Contract Administrators and Managers.
- IT and Technology Leaders.
- Operations and Department Heads.
- Vendor and Supplier Relationship Managers.
- Legal and Compliance Officers.
- Project Managers involved in outsourcing initiatives.
- Finance Managers and Business Analysts.
- Service Delivery Managers.
- Business Process Owners.

Target Sectors and Industries:

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

Target Organizations Departments:

- Procurement and Strategic Sourcing.
- Information Technology (IT).
- Operations Management.
- Legal and Contract Management.
- Finance and Accounting.
- Human Resources.
- Supply Chain and Logistics.
- Customer Service and Support Centers.
- Facilities Management.

Course Offerings:

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

- Develop a comprehensive strategic outsourcing framework aligned with corporate goals.
- Conduct a thorough cost-benefit analysis and build a compelling business case for outsourcing.
- Master the vendor selection process, from RFI and RFP development to due diligence.
- Draft, review, and negotiate robust and legally sound outsourcing contracts and SLAs.
- Define and implement meaningful Key Performance Indicators (KPIs) and service level metrics.
- Establish effective governance structures for managing vendor relationships and performance.
- Proactively identify and mitigate the common risks associated with outsourcing.
- Manage the transition and implementation phases of an outsourcing project effectively.
- Resolve disputes and manage contract changes with strategic foresight.
- Develop and execute a clear exit strategy for concluding outsourcing agreements.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment centered on real-world application. The course heavily utilizes case studies of successful and failed outsourcing initiatives, allowing participants to analyze complex scenarios and understand the practical implications of strategic decisions. Interactive group discussions and workshops encourage the sharing of experiences and collaborative problem-solving. Participants will engage in hands-on exercises, such as drafting SLA clauses, evaluating vendor proposals, and developing risk mitigation plans. Role-playing sessions focused on contract negotiation and vendor performance reviews will build confidence and practical skills. Throughout the course, our expert instructors provide continuous feedback and facilitate a learning journey that is both challenging and supportive. This blended approach ensures a deep understanding of both the theory and practice of strategic outsourcing and SLA management.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Outsourcing

- Introduction to outsourcing and its strategic importance.
- The evolution of outsourcing from tactical to strategic.
- Types of outsourcing models (BPO, ITO, KPO, etc.).
- The complete outsourcing lifecycle from strategy to exit.
- Identifying core vs. non-core business functions for outsourcing.
- Building the business case and conducting a feasibility analysis.
- Aligning outsourcing strategy with overall business objectives.

Unit Two: The Sourcing and Vendor Selection Process

- Developing a comprehensive sourcing strategy.
- Crafting effective Request for Information (RFI) and Request for Proposal (RFP) documents.
- Establishing clear and objective vendor evaluation criteria.
- Conducting thorough due diligence on potential partners.
- Techniques for evaluating vendor financial stability, technical capability, and cultural fit.
- Managing the bidding and selection process.
- Shortlisting vendors and conducting final negotiations.

Unit Three: Crafting and Negotiating Service Level Agreements (SLAs)

- The critical role of the SLA in outsourcing success.
- Key components of a robust SLA.
- Defining services, responsibilities, and performance standards.
- Developing meaningful KPIs, metrics, and reporting frameworks.
- Structuring penalties, earn-backs, and incentive mechanisms.
- Legal considerations and essential clauses in outsourcing contracts.
- Best practices for negotiating win-win SLAs and Master Service Agreements (MSAs).

Unit Four: Vendor Relationship and Performance Management

- Establishing a strong outsourcing governance framework.
- The roles and responsibilities of the vendor management office (VMO).
- Techniques for monitoring and measuring vendor performance against SLAs.
- Conducting effective performance review meetings.
- Managing communication, escalation, and issue resolution processes.
- Building a collaborative and strategic partnership with vendors.
- Change management and controlling scope creep in outsourcing projects.

Unit Five: Risk Management, Optimization, and Future Trends

- Identifying and assessing outsourcing risks (operational, financial, security, reputational).
- Developing a comprehensive risk mitigation and contingency plan.
- Strategies for dispute resolution and conflict management.
- Managing contract renewal, renegotiation, and termination.
- Developing and executing a smooth exit and transition-out strategy.
- Continuous improvement and value creation in long-term partnerships.
- Emerging trends in outsourcing such as automation, cloud services, and impact sourcing.

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 adopting a holistic and strategic lifecycle perspective on outsourcing, moving far beyond the conventional focus on contract drafting and cost reduction. While other programs may concentrate on the legal or procurement aspects in isolation, we integrate strategy, selection, negotiation, governance, and relationship management into a single, coherent framework. The curriculum is built on a foundation of practical application, emphasizing real-world case studies and interactive simulations that mirror the complex challenges professionals face. We place a significant emphasis on the "relationship" aspect of vendor management, teaching participants how to cultivate collaborative partnerships that drive mutual value and innovation, rather than purely transactional arrangements. Furthermore, the course is forward-looking, addressing contemporary trends like robotic process automation, the impact of cloud computing on SLAs, and data security in a globalized service delivery model. Participants leave not just with technical skills to manage an agreement, but with the strategic acumen to leverage outsourcing as a powerful engine for achieving core business objectives and sustaining a competitive edge in the market.