

The Most Innovative Sourcing Vendor

- Define (if possible, quantify) the goals that your company has more or less recently has set for your sourcing services (in terms of costs savings, innovation, customer satisfaction, timeto-market, knowledge/competence development, improving quality and so on – all for your customers).
- Describe if and how these goals have been met – and show proof of this.
- How do you measure customer satisfaction? Did it increase consistently, and if not, why?
- Does your organization use standardized processes to insource processes from your customers?
- Do you enforce a minimum set of requirements that your customer has to meet (governance in place, services documented, security policy agreed) or do you accept all customers?
- Describe the way your company train and educate staff, in order to promote skills and competences.
- Does your organization employ project managers skilled to execute insourcing projects?
- Please describe their required skill set.
- Please describe the required skill set of your account managers.
- What stakeholders does your organization involve and how?
- Describe the way you handle quality assurance.
- How do you measure and analyze the performance of your sourcing services?
- What customer did you lose in the past 3 years, and why? (Answer will be regarded confidential.)
- How do you solve problems in the relation with your customer regarding sourcing?
- Does your organization monitor and improve internal processes and practices (e.g., for account management or delivery) on a regular basis? If so, how?
- What customers may be contacted by the jury to verify the quality of your services? We ask you to mention your top 3 customers (in terms of turnover a/o financial volume) who have been your customers for a period of at least two years. Please provide the jury with their contact information:

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If you make it to the short list, a journalist of Outsource Magazine will contact you and your customers for an interview by phone, in order to gather more information about your functioning as an sourcing service provider. How can he reach you best?

Good Luck
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