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PATHWAYS TO SUCCESSFUL OFFSHORE OUTSOURCING

In order to have a positive outsourcing experience it is vital that you first educate and prepare yourself before you start the hiring process.

Hire an Outsourcing Service Provider.

An OSP understands the industry and has the right connections and experience to enable outsourcing success for you and your business from the very beginning of the process.

Clearly Define Your Procedures.

A daily task list with an accompanying procedure manual that includes screen shots and tutorial videos will become the working bible between you and your outsourced contractor.

Dedicate Yourself to Training & Induction.

You need to dedicate at least 2 weeks to train your offshore contractor and introduce them into your company and their role. They need time to get to know you, your systems and your staff and the first 2 weeks is critical to a successful business partnership.

Set KPI's.

Create metrics so you can assess performance within your business. Reasonable KPI's give your offshore contractor a goal to aspire to and something to work towards.

Be Consistent & Open in Communicating.

Working with a remote contractor means that communication is not as organic as it would be in a shared office situation. Mitigate this by scheduling regular skype meetings, using an instant messaging service making regular work update emails a must.

