

COURSE OVERVIEW LM0101 Outsourcing Fundamentals

Course Title

Outsourcing Fundamentals

Course Date/Venue

December 15-19, 2025/Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference

LM0101

Course Duration/Credits

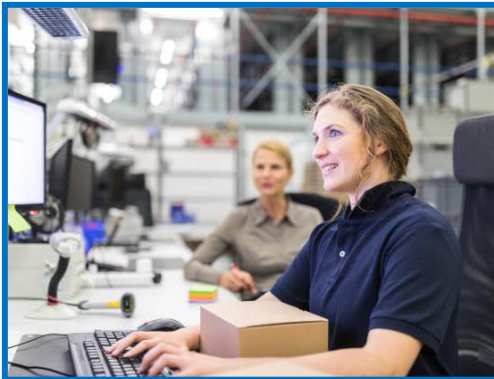
Five days/2.75 CEUs/27.5 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



Outsourcing has become an increasingly important issue for many organizations. This course provides a framework for an up-to-date understanding of the outsourcing process and the key issues associated with it. It integrates a number of contemporary topics including benchmarking, buyer-supplier relationships, organizational behavior, competitor analysis and technology influences. The analysis draws upon both empirical research and real case studies.



The course provides guidelines as to when outsourcing is appropriate and what its implications will be, before moving on to explain how outsourcing is implemented.

The benefits of both successful outsourcing and the risks and consequences of outsourcing failure will be covered during the course. It is ideal for those who are involved in the area of outsourcing. It will also benefit industry managers who are considering outsourcing or who are already have outsourcing programmes in place.

This course is designed to provide participants a detailed and up-to-date knowledge on outsourcing strategy. It covers the trend towards outsourcing; theoretical influences on outsourcing; the outsourcing process: a framework for evaluation and management; determining the current boundary of the organization; activity importance analysis; capability analysis; analysis of the strategic sourcing options; developing the relationship strategy; establishing, managing and evaluating the relationship. The participants will discuss various cases pertaining to their outsourcing experiences.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on outsourcing strategy
- Discuss the trend towards outsourcing covering its concept, changes in the business environment and evolving organization structures
- Identify the potential benefits of outsourcing including the risks associated with outsourcing and inter-organizational relationship configurations
- Recognize the theoretical influences on outsourcing comprising of transaction cost economics, the resource-based view of the firm, industry and relational view and integrating the theoretical influences into outsourcing evaluation and management
- Illustrate the framework for evaluation and management of outsourcing process
- Assess practical problems with the outsourcing process and describe the development of the outsourcing framework, the stages in outsourcing evaluation and management and implications for theory
- Determine current boundary of the organization that includes value chain analysis, value chain, value shop, value network, business process perspective and depth of analysis
- Interpret activity importance analysis, the importance level analysis, competitive environment, value concept and the critical success factors (CFSs) Methodology
- Describe capability analysis and strategic sourcing option analysis
- Develop relationship strategy for outsourcing, supply relationship strategy and supplier development
- Establish, manage and evaluate the relationship on supplier selection and contracting issues

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of outsourcing strategy for project managers or consultant wanting to prepare and to support organizations on outsourcing their activities; decision makers; stakeholders engaged in outsourcing arrangements; risk managers; professional consultants; expert advisors in outsourcing; professionals interested in outsourcing and those who are responsible for outsourcing within an organization.

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.75 CEUs** (Continuing Education Units) or **27.5 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pan Kidis, MBA, BSc, is a Senior Management Consultant with over 30 years of extensive experience in Project Scheduling & Cost Control, Project Planning, Scheduling & Cost Control Professional, Production Planning & Scheduling, Administration Skills, Office Management Skills, Survey Skills, Interviewing Skills, Interpersonal Skills, Communication Skills, Negotiation Skills, Presentation Skills, Manager Skills, Supervisory & Management Skills, Counselling Skills, Leadership Skills, Office Management, Code of Conduct, Train the Trainer, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in Cash Flow Management, Decision Making Techniques, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation. He is currently the Business Analyst of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 15th of December 2025

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|-------------|---|
| 0800 – 0830 | <i>Registration & Coffee</i> |
| 0830 – 0845 | <i>Welcome & Introduction</i> |
| 0845 – 0900 | PRE-TEST |
| 0900 – 0930 | <i>The Trend Towards Outsourcing</i> <i>An Overview of the Outsourcing Concept • Changes in the Business Environment Driving Outsourcing • Evolving Organization Structures</i> |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1200 | <i>The Trend Towards Outsourcing (cont'd)</i> <i>The Potential Benefits of Outsourcing • The Risks Associated With Outsourcing • Inter-Organizational Relationship Configurations</i> |
| 1200 – 1300 | <i>Lunch</i> |
| 1300 – 1330 | <i>Theoretical Influences on Outsourcing</i> <i>Transaction Cost Economics • The Resource-Based View of the Firm</i> |
| 1330 – 1345 | <i>Break</i> |
| 1345 - 1450 | <i>Theoretical Influences on Outsourcing (cont'd)</i> <i>The Industry View • The Relational View • Integrating the Theoretical Influences into Outsourcing Evaluation & Management</i> |
| 1450 – 1500 | <i>Recap</i> <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i> |
| 1500 | <i>End of Day One</i> |

Day 2: Tuesday, 16th of December 2025

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|-------------|---|
| 0800 – 0945 | The Outsourcing Process: A Framework for Evaluation & Management Practical Problems with the Outsourcing Process • Background to the Development of the Outsourcing Framework |
| 0945 – 1000 | Break |
| 1000 – 1200 | The Outsourcing Process: A Framework for Evaluation & Management (cont'd) A Description of the Stages in Outsourcing Evaluation & Management • Implications for Theory |
| 1200 – 1300 | Lunch |
| 1300 – 1330 | Determining the Current Boundary of the Organization Value Chain Analysis • The Value Chain • The Value Shop |
| 1330 – 1345 | Break |
| 1345 – 1450 | Determining the Current Boundary of the Organization (cont'd) The Value Network • Business Process Perspective • Depth of Analysis |
| 1450 – 1500 | Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow |
| 1500 | End of Day Two |

Day 3: Wednesday, 17th of December 2025

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|-------------|---|
| 0800 – 0945 | Activity Importance Analysis Background to the Importance Level Analysis • Understanding the Competitive Environment |
| 0945 – 1000 | Break |
| 1000 – 1200 | Activity Importance Analysis (cont'd) Understanding the Value Concept • The Critical Success Factors (CSFs) Methodology |
| 1200 – 1300 | Lunch |
| 1300 – 1330 | Capability Analysis Analyzing the Type of Advantage |
| 1330 – 1345 | Break |
| 1345 – 1450 | Capability Analysis (cont'd) Analyzing the Source of Advantage |
| 1450 – 1500 | Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow |
| 1500 | End of Day Three |

Day 4: Thursday, 18th of December 2025

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| 0800 – 0945 | An Analysis of the Strategic Sourcing Options <i>An Analysis of the Disparity in Performance • Technology Influences • External Considerations</i> |
| 0945 – 1000 | Break |
| 1000 – 1200 | An Analysis of the Strategic Sourcing Options (cont'd) <i>Supply Market Risk • Behavioural Considerations • The Implications of the Strategic Sourcing Options</i> |
| 1200 – 1300 | Lunch |
| 1300 – 1330 | Developing the Relationship Strategy <i>Establish Objectives For Outsourcing</i> |
| 1330 – 1345 | Break |
| 1345 - 1450 | Developing the Relationship Strategy (cont'd) <i>Supply Relationship Strategy • Supplier Development</i> |
| 1450 – 1500 | Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i> |
| 1500 | End of Day Four |

Day 5: Friday, 19th of December 2025

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|-------------|---|
| 0800 – 0945 | Establish, Manage & Evaluate the Relationship <i>Supplier Selection • Contracting Issues</i> |
| 0945 – 1000 | Break |
| 1000 – 1200 | Establish, Manage & Evaluate the Relationship (cont'd) <i>Managing the Relationship • Relationship Performance Evaluation</i> |
| 1200 – 1300 | Lunch |
| 1300 – 1330 | Case Study-Outsourcing Experiences at Telco <i>An Overview of Telco • Developments in the Telecommunications Industry • The Impacts on Telco • Strategy Formulation at Telco • Outsourcing Evaluation & Management Cases at Telco • Relating the Cases to the Outsourcing Framework • Discussion • Going Modular at Telco • Concluding Comments</i> |
| 1330 – 1345 | Break |
| 1345 – 1400 | Case Studies Pertaining to Outsourcing Experience |
| 1400 – 1515 | Course Conclusion |
| 1515 – 1530 | POST-TEST |
| 1530 – 1545 | <i>Presentation of Course Certificates</i> |
| 1500 | End of Course |

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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