

IS/IT outsourcing services Global Sourcing Concept

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Agenda

- **Workshop goals (5 min)**
- **Creation of basic concept (45 min)**
 - Vision, mission
 - Services
 - Organization of company
- **Break (10 min)**
- **Teamwork (45 min)**
 - Team selection and tasks (5 min)
 - Preparation (10 min)
 - Presentation (5 x 5 min)
- **Discussion (5 min)**



Seminar goals

- **Try working methods used at management level**
- **Creatively find solutions on time and the team**

Get a basic overview of formulating a business plan

Vision

Create, globally leading company, as an example of a globally integrated organization providing effective services in terms of productivity, price, quality and flexibility supports the growth of its customers.

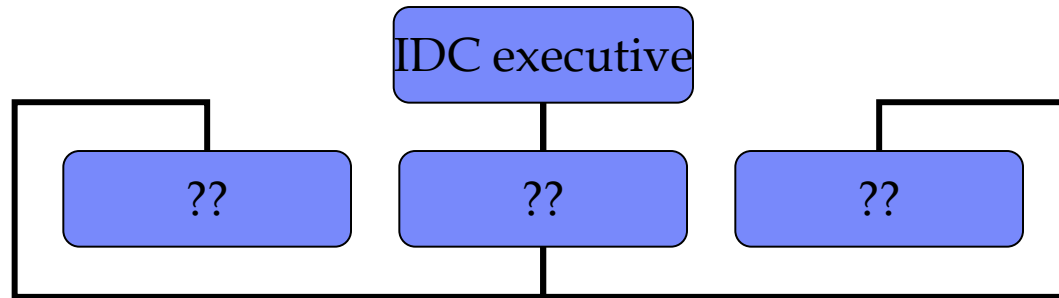
Mission

- We measure our success based on customer satisfaction and ability to create shareholder value
- We work quickly and with a sense of urgency using simplified global processes
- We integrate operations globally from beginning to end
- It deepens the ability of our people in a culture that promotes corporate values and lead to cooperation and personal responsibility;

Services

- ??

Organisation Chart



Processy

- ??



Teamwork

Each team will discuss the assigned area, choose one problem and prepare answers to the following questions:

- 1) What do you understand under the given topic, what is the challenge, what is the problem?
- 2) What actions and measures to make a successful resolution of the problem?

Area:

Facilitator:

Team A: Hiring of qualified resources

- S. Michelfeit

Team B: Standardization

- S. Michelfeit

Team C: Quality

- S. Michelfeit

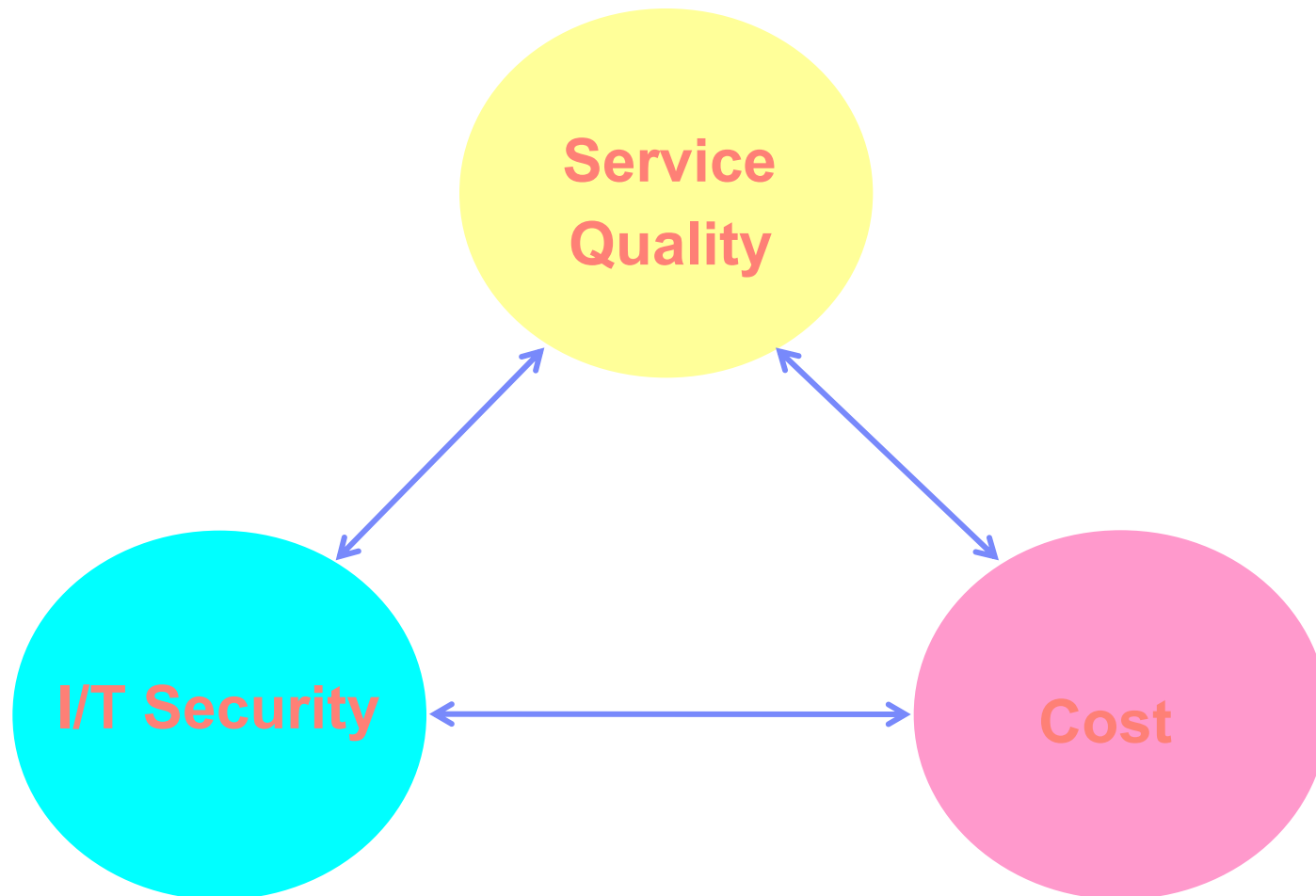
Team D: Efficiency

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Team E: Human Resources

- S. Michelfeit

Service Delivery Tripod





Discussion

Thank you for your attention