

How can outsourcing give you the ultimate competitive advantage?

THE BLACK BOOK OF OUTSOURCING

How to Manage the Changes,
Challenges, and Opportunities

Practical Guidelines and Key Contact Information for:

- Implementing Outsourcing Projects
- What to Do If Your Job is Outsourced
- Opportunities in Outsourcing Management

DOUG BROWN AND SCOTT WILSON

"*The Black Book of Outsourcing* moves beyond the rhetoric and offers specific strategies for those choosing to outsource and for those whose careers have been impacted by outsourcing. Outsourcing is a reality. This book shows companies and workers alike how to turn it into an opportunity."

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The Johns Hopkins University

"This book will help you gain an understanding that in the new global, high-tech economy, there's no cruising altitude."

—Robert Reich, Former US Secretary of Labor,
Clinton Administration

The Black Book of Outsourcing will help managers:

- Use outsourcing in meeting today's business challenges
- Make the right sourcing decisions—the first time
- Achieve operational excellence within and across outsourcing relationships
- Communicate outsourcing to your employees, customers and the public
- Build new revenue streams through outsourcing
- Use outsourcing to reduce corporate risk
- Successfully outsource offshore
- Craft value-creating outsourcing contracts
- Recover a troubled outsourcing relationship
- Enhance their career as an outsourcing professional

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