



Procurement & Supply Chain Operations

**Certified Outsourcing Professional (COP)**

## Course Introduction

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The Certified Outsourcing Professional (COP) certification, administered by IAOP (International Association of Outsourcing Professionals), is the gold standard for individuals involved in structuring, managing, and leading outsourcing initiatives.

This 5-day training program prepares professionals by covering the COP Body of Knowledge, practical implementation frameworks, and complete exam readiness tools.

## Target Audience

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- Sourcing and Procurement Professionals
- Outsourcing Managers and Executives
- Operations and Service Delivery Leaders
- Consultants and Advisors
- Shared Services Leaders

## Learning Objectives

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- Understand and apply industry-standard outsourcing management frameworks
- Develop effective outsourcing strategies and governance models
- Manage vendors through performance-based contracts and relationship excellence
- Identify and mitigate project risks in global outsourcing environments
- Utilize tools for project tracking, service delivery, and process innovation

# Course Outline

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- DAY 01

## **Introduction to Outsourcing & Management Frameworks**

- Overview of the outsourcing industry and evolution
- Role of governance in outsourcing projects
- Key outsourcing lifecycle stages
- IAOP's Outsourcing Professional Standards
- Critical success factors for outsourcing frameworks

## **Outsourcing Process Management**

- Core process design in outsourcing
- Decision frameworks: what to outsource and why
- Service level definition and process alignment
- In-house vs. third-party process mapping
- Metrics and KPIs in outsourcing delivery

- Day 02

## **Strategy Formulation & Execution**

- Building a sourcing strategy
- Strategic sourcing vs. tactical sourcing
- Creating the business case for outsourcing
- Aligning outsourcing with corporate objectives
- Roadmapping execution across business units

## **Vendor Selection & Relationship Management**

- Vendor identification and qualification criteria
- RFP/RFQ development and evaluation techniques
- Vendor due diligence: legal, financial, and operational checks
- Long-term relationship building and alignment
- Cultural alignment and collaboration practices

### **• Day 03**

## **Contract Management and Compliance**

- Structuring outsourcing contracts
- Key contract components: SLA, governance, penalties, renewals
- Contract negotiation strategies and playbooks
- Ongoing contract performance tracking
- Legal compliance and audit readiness

## **Risk & Project Management in Outsourcing**

- Risk identification in offshore/onshore outsourcing
- Regulatory, geopolitical, and operational risks
- Project planning methodologies (Agile, Waterfall) in outsourcing
- Tools for managing multi-vendor delivery
- Crisis management and contingency planning

### **• Day 04**

## **Global Sourcing & Industry Trends**

- Market trends in BPO, ITO, KPO, and shared services
- Impact of automation, AI, and cloud services
- Nearshoring vs. offshoring trends
- Vertical-specific outsourcing insights (IT, finance, healthcare)
- Case studies on successful and failed global sourcing

## **Best Practices in Outsourcing Execution**

- IAOP's Outsourcing Best Practices Framework
- Transition and knowledge transfer models
- Change management and stakeholder buy-in
- Continuous improvement and innovation culture
- Governance boards and review mechanisms

### **• Day 05**

## **Exam Blueprint, Syllabus, and Question Types**

- Overview of COP exam format and content distribution
- Key domains and knowledge areas from IAOP
- Types of questions and how to approach them
- Sample scenarios and how to dissect them
- Time management techniques for test day

## **Full Mock Exam + Review and Strategy**

- Administer a timed COP-style practice exam
- Walkthrough of answers with reasoning
- Review of challenging domains and concepts
- Personal exam prep strategy and study plan
- Final Q&A and certification readiness checklist

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 26, 2025	May 30, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Aug. 25, 2025	Aug. 29, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 3, 2025	Nov. 7, 2025	5 days	4250.00 \$	UAE - Dubai