



# A Case-Study Guide to Business Process Outsourcing (#09805)

*Richard D. Dole, Jim G. Switser, Richard D. Dole, Jim G. Switser, Publications Manager Rhona L. Ferling,  
Mark Tocchet*

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The need to improve productivity, quality, and flexibility has led companies to examine their organizational structure-and to realize that creating the greatest value does not require them to own, manage, and directly control all their assets and resources. In this practical guide, learn how five case-study companies, including British Petroleum Exploration and Hughes Aircraft Company, successfully developed their own outsourcing frameworks.

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