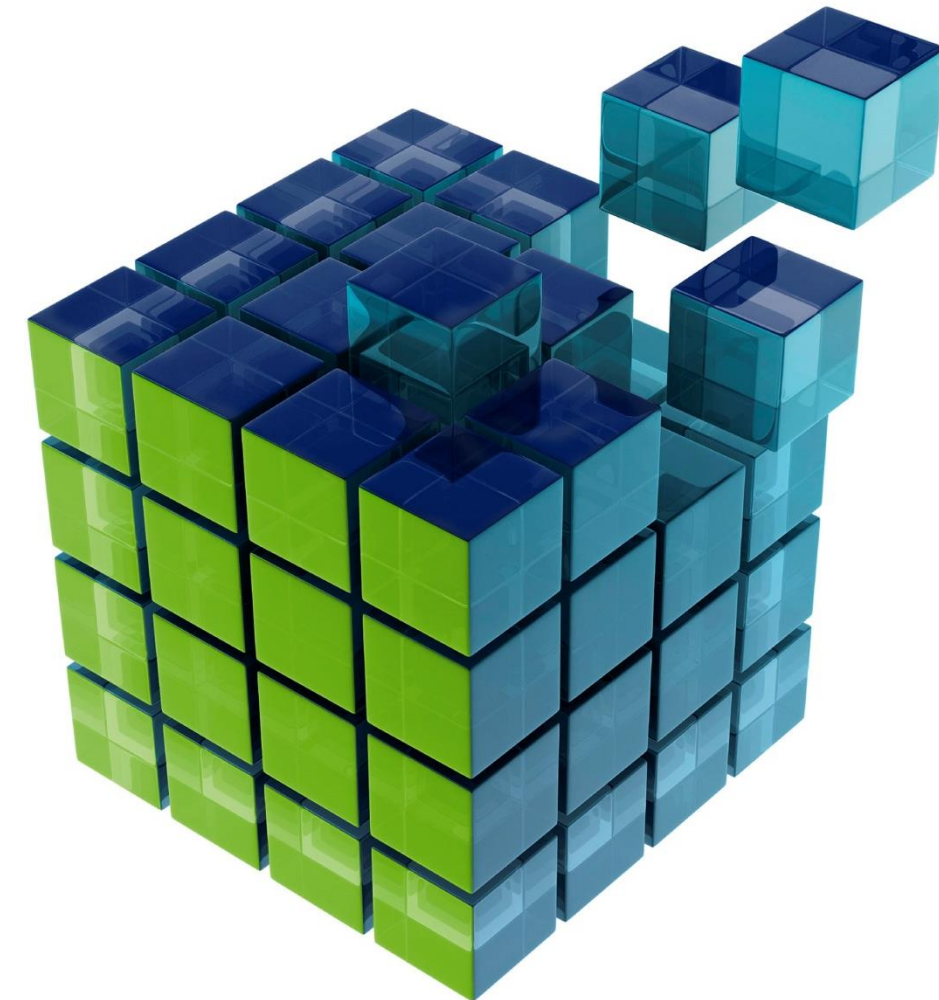


If my business process outsourcing (BPO)
dashboard is green

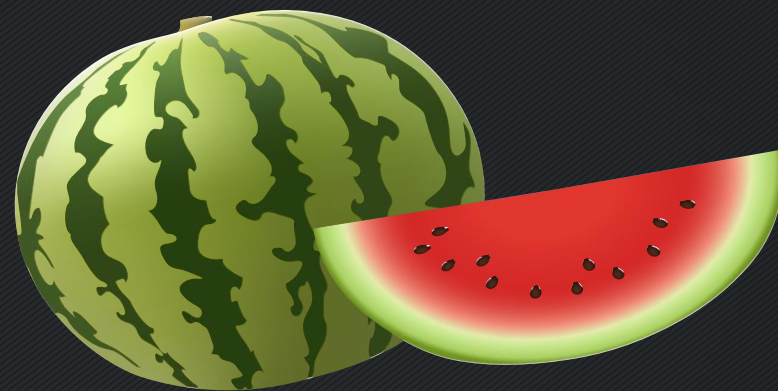
Why am I seeing red?

Deborah Kops

CEO and Founder, Sourcing Change



If My Dashboard Is So **Green,
Why Am I Seeing **Red**?**



**Deborah Kops and
Friends**

**Deloitte Annual
Shared Services and
BPO Conference**

26 September 2013

Getting started.....



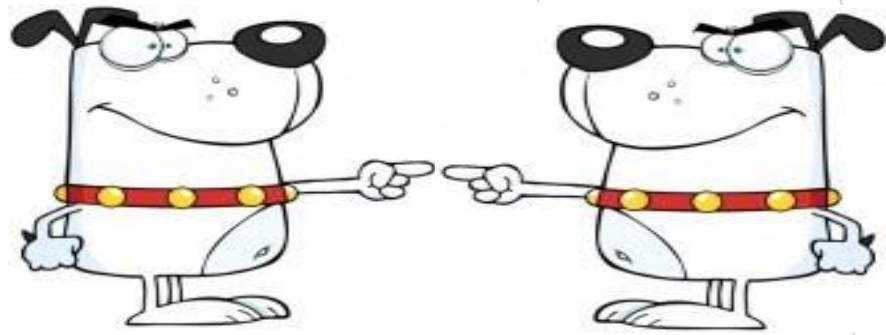
The Rules.....

- What does it mean for you?
- Why is it a problem?
- How would you fix it?



Some context.....

Sport of Olympian proportions



Plenty of blame to go around

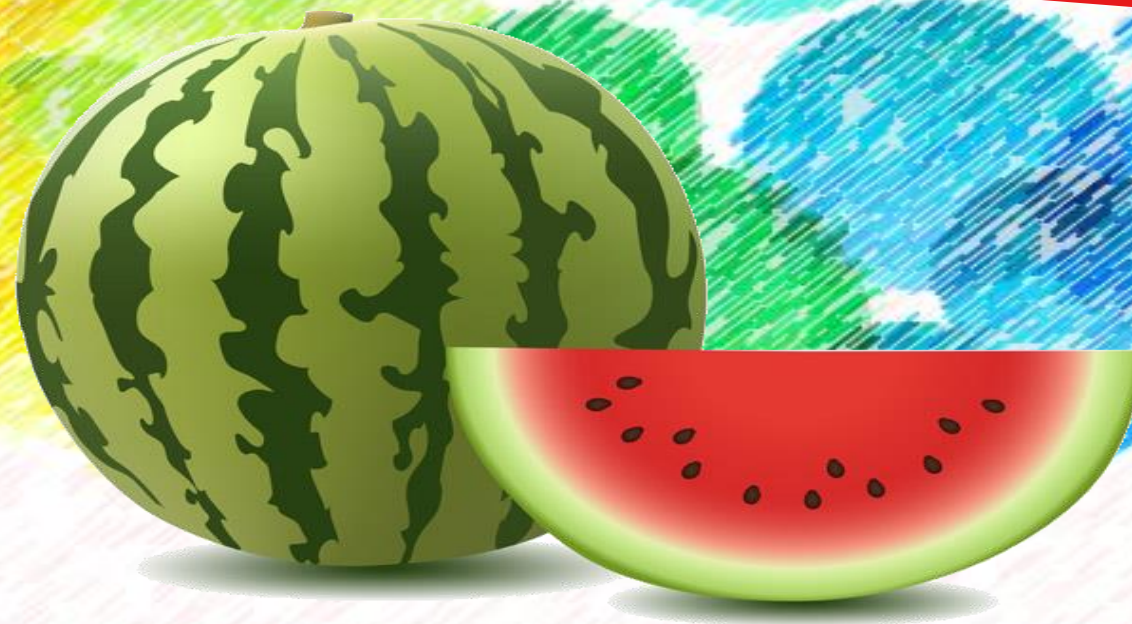
Shotgun wedding



Round 1: "Its an unnatural act"



“The watermelon phenomenon”



“Beauty lies in the eye of the beholder”



*“Mirror, mirror, on the wall ... ‘It’s so subjective’
is not an acceptable answer.”*

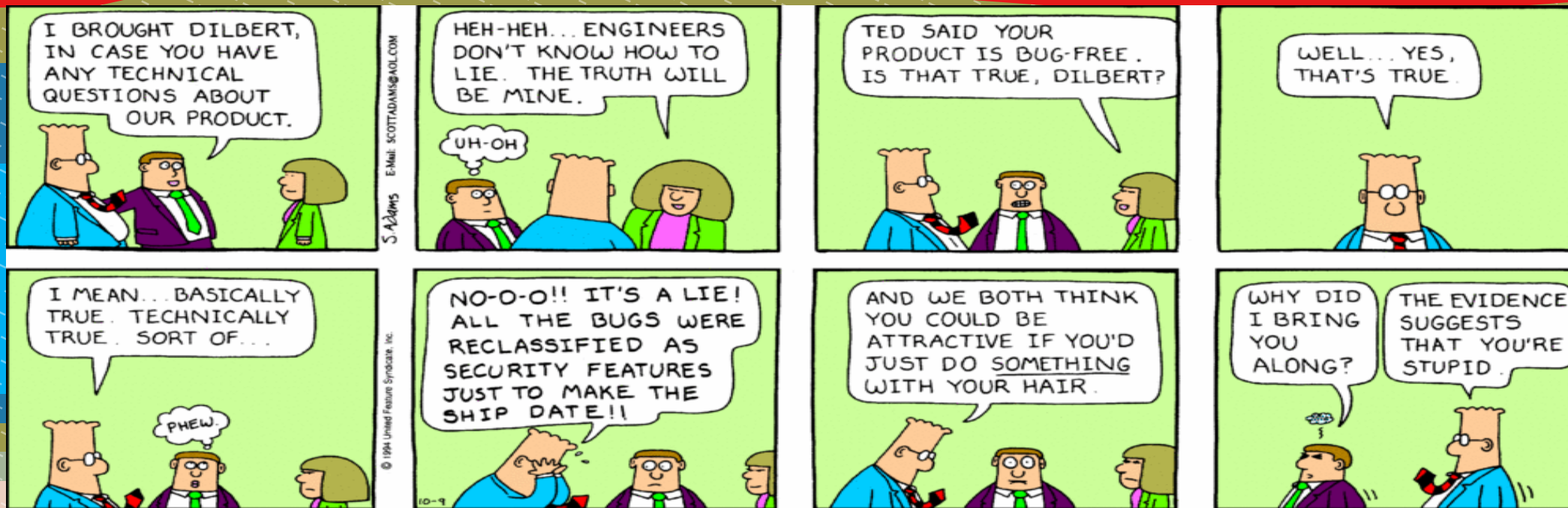
“The revolving door effect”



Round 2: “It’s a deal with the devil”



“Don’t confuse the selling with the doing”



“Mea culpa”



"My client would like to change his 'Mea Culpa' to 'Was I really that bad?'"

“Where does the buck stop”



Round 3: “ Let he/she who is innocent cast the first stone”



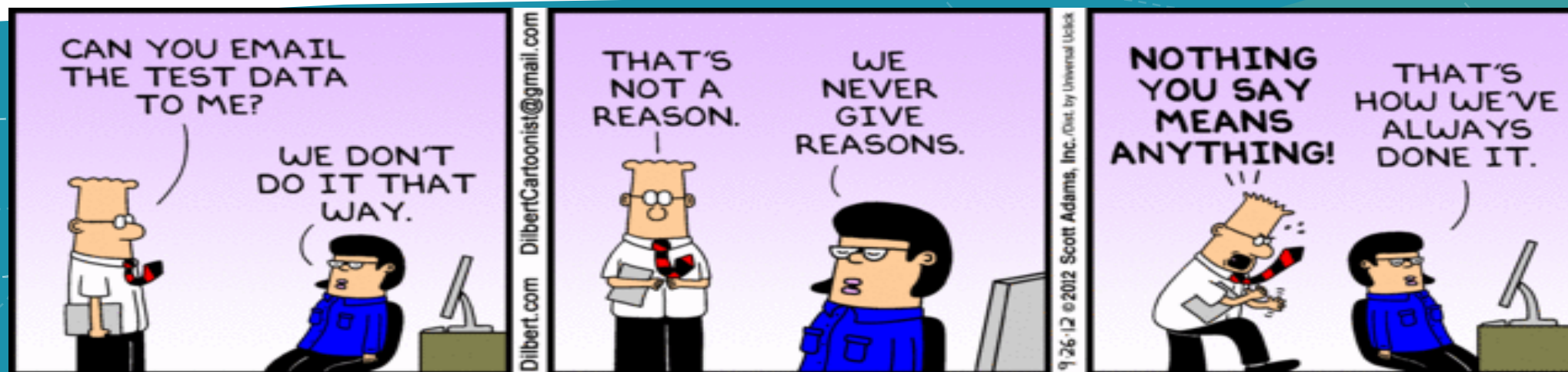
Thanks to Paul Gladney (See John 8:1-11) 06-03-1999

UMM JESUS ... WE WERE GOING TO SKIP SOME ROCKS AT THE POND BUT IT SEEMS YOU ARE THE ONLY ONE WHO CAN CAST THE FIRST STONE

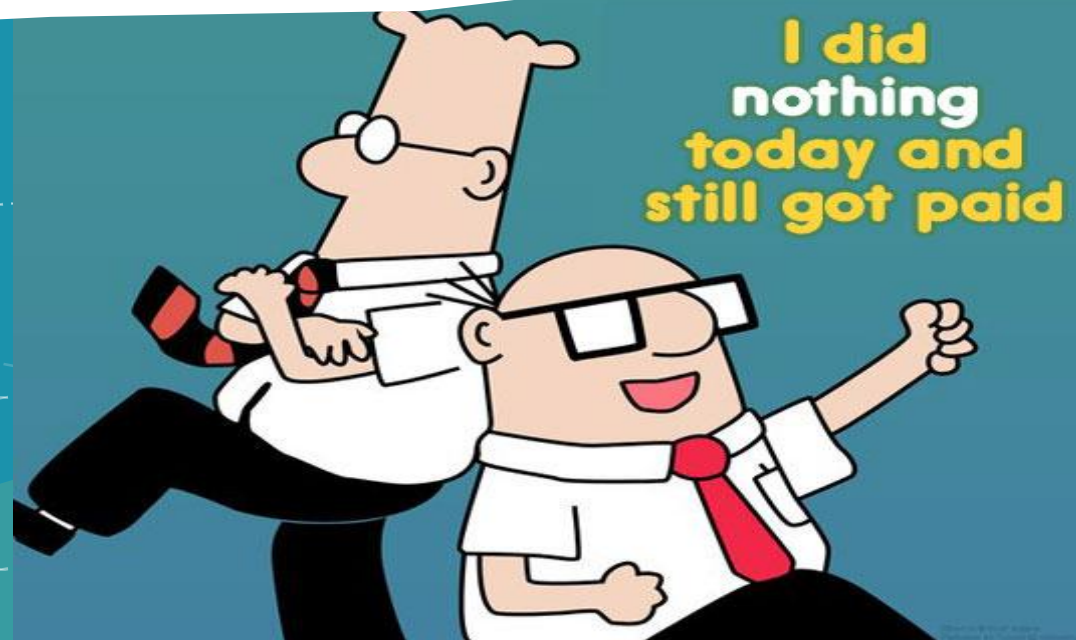
“The silver bullet syndrome”



“But this is how we’ve always done it”



“Can’t get something for nothing”





Thank you for
listening...