INFOMATICS

Understanding
ISO 37500:2014

Guidance on
Outsourcing

Infomatics Consultancy

Web: www.iso-consultants.com
Email: info@iso-consultants.com

USA, UK, UAE, India, KSA, Kuwait, Africa, Europe, Hong Kong, Australia
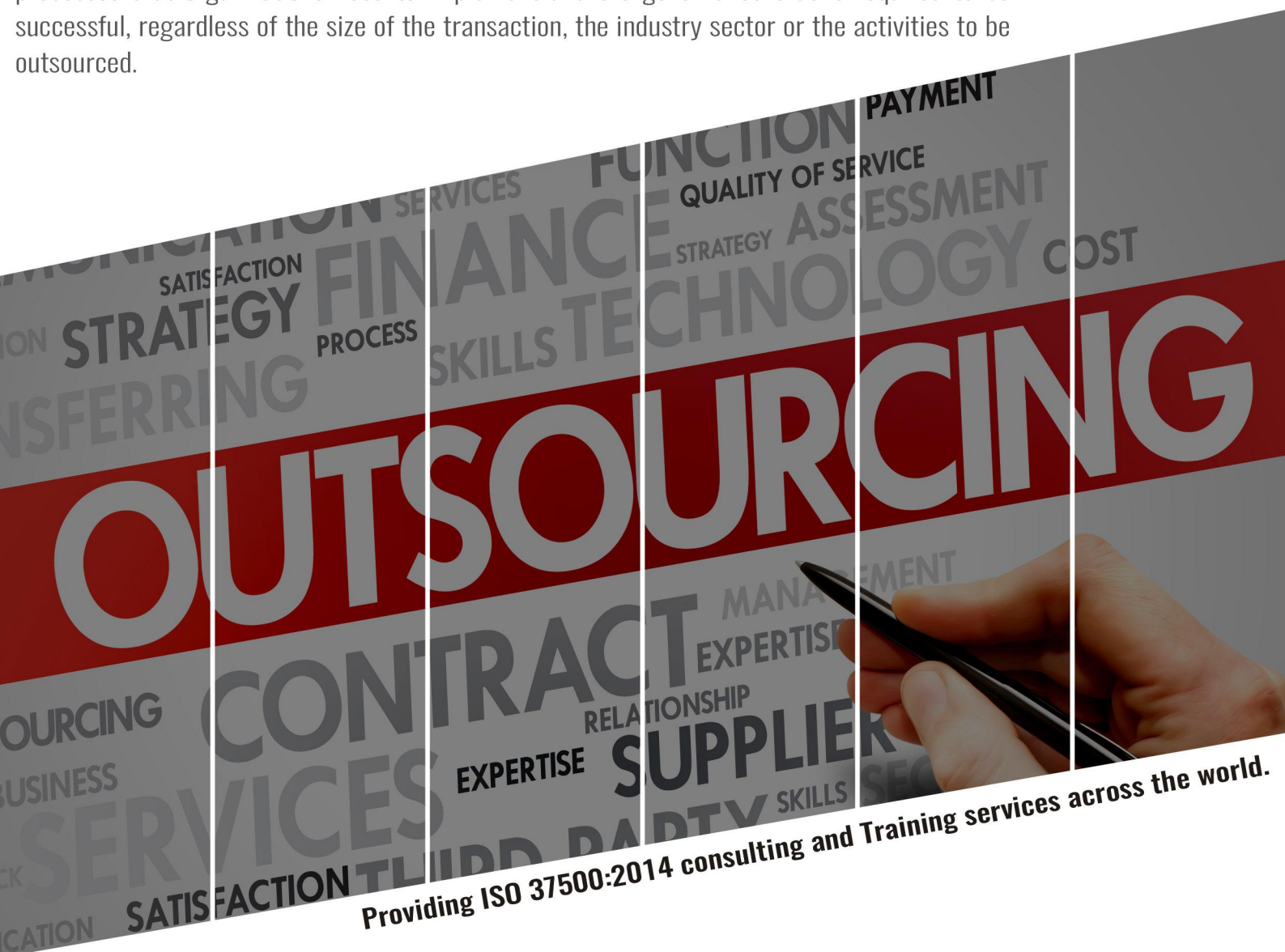
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What is ISO 37500:2014 – Guidance on outsourcing

Outsourcing has become a common business model in the last 20 years, with global application. It is responsible for generating revenues of many trillions of dollars a year. Nevertheless there are challenges and hazards. Not all outsourcing deals are a success. Some can fail dramatically and publicly, while others simply fail to perform well. To boost business efficiency, gain better value from outsourcing, and to help organizations avoid miss-steps, the international standards community has published BS ISO 37500:2014 Guidance on outsourcing. This is the first international standard in this area.

ISO 37500:2014 covers the main phases, processes and governance aspects of outsourcing, independent of size and sectors of industry and commerce. It is intended to provide a good foundation to enable organizations to enter into, and continue to sustain, successful outsourcing arrangements throughout the contractual period.

ISO 37500:2014 can be tailored and extended to industry-specific needs to accommodate international, national and local laws and regulations (including those related to the environment, labour, health and safety), the size of the outsourcing arrangement and the type of industry sector.

It provides a comprehensive guide to organizations about the phases of an outsourcing, the processes that organizations need to implement and the governance that is required to be successful, regardless of the size of the transaction, the industry sector or the activities to be outsourced.

Providing ISO 37500:2014 consulting and Training services across the world.

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How can ISO 37500:2014 assist your organizations?

Written by a wide range of international experts and practitioners, BS **ISO 37500:2014** supplies practical guidance that help organizations to:

- Identify the business case for outsourcing.
- Analyse their outsourcing strategy.
- Select the most appropriate customer or provider partner.
- Transition to the new operating model.
- Deliver continued value.

By using thisstandard, organizations can make efficiency gains and build more collaborative and enduring relationships with their outsourcing partners.

Applicability of the ISO 37500:2014 Standard

- The standard is aimed at anyone involved in outsourcing in the national and/or international market. It covers outsourcing customers, service providers and third-party advisors (such as lawyers and consultants). With relevance to all markets, such as manufacturers, retailers, financial services and the public sector, it provides information for the client (the outsourcer) as well as the provider.

- **ISO 37500:2014** is relevant to any outsourcing relationship; newcomer or experienced outsourcer, using a singleor multiple service provider model, and including agreements based on services or outcomes. Processes mentioned in **ISO 37500:2014** can be adapted to align withthe outsourcing strategy and maturity of the client and provider organizations.

We partner with your organization to implement ISO 37500:2014

The highly experienced quality management professionals at **Informatics** assist you to design and implement **ISO 37500:2014**. Our dedicated approach to your success and a host of comprehensive services are all aimed towards helping your organization achieve **ISO 37500:2014** certification.

We partner with you through the process of becoming ISO compliant by:

- Conducting an initial gap analysis.
- Helping you establish policies and objectives.
- Identifying documentation requirements.
- Coordinating document preparation, reviews, approvals, and issuance.
- Managing implementation schedules, training, follow-up actions.
- Aiding your selection of a Registrar with the appropriate industry experience.
- Achieving successful accreditation.

In addition to consulting (onsite and online), we provide the following trainings:

◆ **SO 37500:2014** Overview Training

◆ **ISO 37500:2014** Training

◆ **ISO 37500:2014** Internal Auditor training

◆ **ISO 37500:2014** Implementation training

Key Features of ISO 37500:2014

The standard provides guidance on:

◆ Good outsourcing governance for mutual benefit of client and provider.

◆ Flexibility of outsourcing arrangements, accommodating changing business requirements.

◆ Identifying risks involved with outsourcing.

◆ Enabling mutually beneficial collaborative relationships.

◆ Identify the business case for outsourcing.

ISO 37500 introduces an outsourcing life cycle model that consists of four phases with a central governance capability. The four phases are:

❚ Outsourcing strategy analysis ❚ Initiation and selection ❚ Transition ❚ Deliver Value

The oursourcing life cycle is preceded bya sourcing strategy, which liesoutside the scope of the **ISO 37500** standard,and is close-loopedwith an outsourcing renewal/exit strategy. Each phase is described in detail within the model with a set of inputs, processes and outputs. The **ISO 37500** standard includes parameters regarding Governance Structure, Risk Assessment, Request for Proposal, Innovation Management and Life Cycle Exit.

Steps To Establishing An Effective ISO 37500:2014

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Implementation Steps:

◆ **Awareness Training:** Training session for Top, Middle and Junior level management.

◆ **Quality Policy and objectives:** Workshops with Top and Middle management to develop quality policy and objectives.

◆ **Gap Analysis:** Compare existing operating system with the requirements of the **ISO 37500:2014** standard.

◆ **Process Design, Documentation, and Implementation:** Create a manual containing operation procedures, operation control plans, work instructions, legal register, quality training, purchase and marketing. Conduct workshop on process implementation as per ISO specific standard.

◆ **Internal Audit:** Training and Examination.

◆ **Management Review Meeting:** Formalized process for top management to review various aspects of the organization.

◆ **Pre-assessment audit:** To create awareness for employees about the Final Certification audit process.

◆ **Corrective- Preventive actions (CAPA):** All non-conformities identified in the Pre-assessment audit to be reviewed. Corrective andPreventive actions to be identified and implemented.

◆ **Final Certification audit & Award of certification:** Select a certification body to conduct the final audit.

A WORLD LEADER
in certification and training

With a team of highly qualified consultants and trainers, having vast industrial experience, we partner with organizations across the world to implement and achieve **ISO 37500:2014.**

Our consulting approach is highly professional, time bound and effective, resulting in ease of implementation and adds value to the business processes of the client.

Contact us at **info@iso-consultants.com** to get your organization **ISO 37500:2014** accredited.