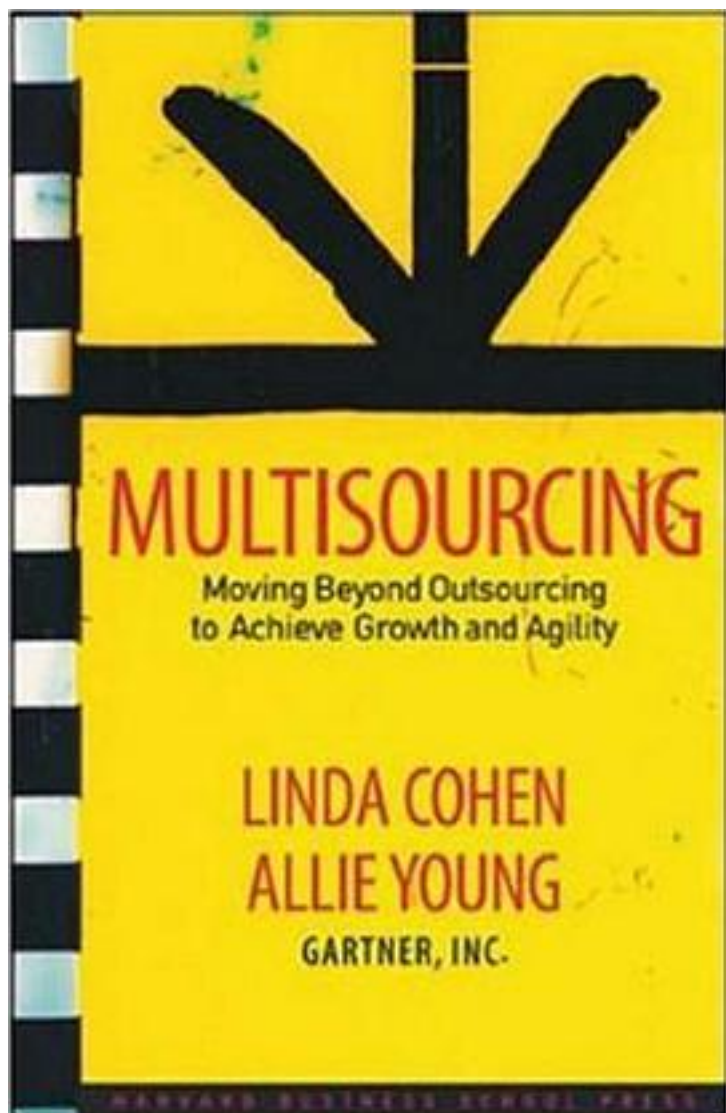


# Multisourcing



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Over the last decade, the number of services that can be outsourced has grown exponentially. Yet research suggests that 50 percent of outsourcing contracts signed during the last three years will fail to meet expectations. Gartner sourcing experts Linda Cohen, Denise Underwood, and Allie Young argue that this is because most organizations are utilizing ad-hoc approaches to outsourcing that are both short-sighted and ineffective. Based on extensive, multiyear research, this book unveils a new operational model;multisourcing;that seamlessly blends internally and externally delivered services not just to cut costs or gain efficiencies, but to maximize growth, agility, and bottom-line results. Through practical frameworks and illustrative company examples, the authors guide managers in creating a customized plan for managed multisourcing, including how to: assess their current sourcing strategy, strike the right types of sourcing deals, set up effective governance systems, select and evaluate service providers, and measure progress.A new approach to a timely business issue from leading experts in the field, Multisourcing presents a roadmap managers can follow to position their firms as tomorrow's industry leaders.

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目录:

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