

Embracing a Smarter World through Better Outsourcing

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SUMMARY

Financial risks could create tremendous disasters in an organization if not managed properly. These risks would arise from poor human resources management, ineffective use of resources, over concentration of in-house services/non-core activities, and deficient cost engineering approach within an enterprise. For facility management, these risks could be mitigated through relevant strategic contract management by outsourcing an enterprise's non-core business services. Major stakeholders' comments will have significant effects in deciding the extent of outsourcing, in producing a healthier, financial-sound and effectively-managed organization to achieve its competitive edge.

In this research, quantitative methodology through a well-designed questionnaire will be sent to major stakeholders of a local mega sized organization with multiple departments. The pros/cons, efficiency, degree and implications before outsourcing and that after outsourcing will be investigated. Collected data shall be statistically analyzed to examine the correlation and significant effects among the important elements in outsourcing, aiming to cast some lights in concluding the relevant mix of outsourcing/in-house services for facility management.