



**THE ARC TRAINING GROUP**  
 A Division of The ARC Consulting Group, Inc.  
 A Profit Enhancement Firm  
 Providing Educational and Consultative Services to the  
 International Business Community

## SEMINAR FACT SHEET

### FRAMEWORK FOR EFFECTIVE OUTSOURCING ARC COURSE NO. 018

**SEMINAR OVERVIEW**

Management’s continual drive to increased Shareholders’ Wealth, and Return on Invested Capital (ROIC) have moved to new and heretofore untapped arenas. Outsourcing, which was once the drive to move manufacturing off-shore, is becoming a focus for every activity within every organization. Whether it be a manufacturing, operational or administrative function, on shore or off shore,

**WHO SHOULD ATTEND**

All financial and operational executives, managers, and professionals, financial management, department heads, project managers, internal and external auditors and those responsible for ensuring the effective use and management of corporate resources. This program is a must for anyone charged with the responsibility of enhancing profitability

AUDIT PROFESSIONALS	FINANCIAL PROFESSIONALS	TECHNICAL PROFESSIONALS	OPERATIONAL PROFESSIONALS	STRATEGIC MANAGEMENT
Staff	Staff	■ I / T	Supervisors	■ Managers
■ Seniors	■ Controllers	■ Engineers	■ Team Leaders	■ Directors
■ Managers	■ Directors	■ Proj. Managers	■ Managers	■ Vice Presidents
■ Directors	■ VP’s & CFO’s	■ ISO & Quality	■ Plant Managers	■ CEO’s

**WHAT WILL BE COVERED**

We developed this 3-Day program specifically for financial and operational managers who need to identify the opportunities associated with outsourcing, along with understanding the risks of moving activities outside of the organization. In addition, this program will help you define the related controls as part of management’s new paradigm. You will learn how to apply The ARC Ten-Step Structured Outsourcing Framework®, developed by The ARC Consulting Group, Inc., that ensures a seamless transition to the new operating environment.

**SPECIAL FEATURE:** You can tailor this program by using any outsourcing concept you wish in lieu of the standard case study provided with the materials at no additional charge. ARC will gladly modify this program **AT NO COST** to ensure your team receives the best educational experience possible.

**HOW YOU WILL BENEFIT**

At the end of this program, you will be able to:

- Learn how to use the ARC Outsourcing Matrix© to identify outsourcing opportunities
- Identify the true ROIC benefits of various outsourcing opportunities
- Develop the definable and measurable objectives of the outsourcing project

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- Realize the Profit-enhancement benefits of a successful outsourcing endeavor
- Effectively use ARC Ten-Step Structured Outsourcing Framework<sup>®</sup>
- Understand the how to build the Change Model
- Evaluate Internal Control Systems in the new outsourced environment

### PROGRAM AGENDA

#### DAY ONE:

- **THE INTERNATIONAL BUSINESS ENVIRONMENT**  
This module provides a global strategic perspective of organizational behavior, how the various components of planning and budgeting interface, The Organizational Planning Model<sup>®</sup>, and the Decision Support Cycle<sup>®</sup>, and how the outsourcing process needs to interface with the organization's Strategic Vision and Focus.
- **PRINCIPLES AND CONSIDERATIONS OF OUTSOURCING**  
This module presents the underlying principles affecting the outsourcing decision. You will learn how to address the key issues when considering outsourcing as a strategic tool. You will use the ARC Outsourcing Matrix<sup>®</sup> to identifying potential outsourcing targets, and how to identify the risk and control relationships outsourcing relationships present.
- **THE DRIVERS OF CHANGE**  
In this module, you will understand how to identify the external and internal drivers of change which are impacting your organization today and those that will exist in the post-implementation outsourced environment. In addition, you will learn how to use key tools and techniques to turn challenges to opportunities presented by the new paradigms of outsourced operations.
- **WHAT ARE THE OPTIONS**  
This module discusses the various outsourced-organizational structures used by world-class organizations today, and the benefits and risks associated with each. It also explores other factors that may impact the effectiveness of the decision process.
- **CASE STUDY – PART I**

#### DAY TWO:

- **PROJECTING THE PROFIT-ENHANCEMENT OPPORTUNITIES**  
This module presents a process to determine the cost of the current processes, the cost of conversion to an outsourced environment, and how to project the MIRR and ROIC the proposed environment offers. You will learn how to build and apply a true profit maximization model.
- **THE TEN-STEP ARC OUTSOURCING FRAMEWORK<sup>®</sup>**  
In this section you will learn how to apply a structured approach to using alternative resources for the production of an output. You will learn to identify and evaluate the variables that exist in the application of any change model.
- **BUILDING THE CHANGE MODEL**  
This module provides insight into project the potential range of impact associated with the proposed changes to the current business practices. It will help develop an appreciation for the behavior of constraints, variables, and how you can use modeling effectively.

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- **CASE STUDY – PART II**

### DAY THREE:

- **MANAGING THE CONVERSION PROCESS**

In this module, you will learn how to successfully manage the change process, resulting in a seamless interface among the various outsourcing partners and their respective strategic trading partners, internal customers, and the end consumer of the final output.

- **LEGAL CONSIDERATIONS IN OUTSOURCING DECISIONS**

This module will identify the legal aspects of the outsourced environment, and how to effectively safeguard against litigation. You will discuss how to define the Customer Requirements in Outsourcing Contracts, the key terms and language to be included in Outsourcing Contracts, and the employee-related legal issues and considerations. Finally you will discuss how to develop a “Pre-Nuptial Agreement” to make the contract termination process seamless.

### CASE STUDY – PART III AND PRESENTATION OF CASE RESULTS

- **COURSE SUMMARY AND WRAP-UP**

This section provides you with the opportunity to address any specific issues with the total group as a resource, to review any specific issue or topic addressed in the program, or to just recap the benefits received from the program and the group as a whole.

### SEMINAR PRICING AND LOGISTICS

<b>Duration:</b> 3 Days	<b>Program Level:</b> Introductory
<b>Prerequisites:</b> None	<b>Advanced Preparation:</b> None
<b>Maximum Attendance:</b> 25	<b>CPE Hours:</b> 24
<b>Delivery Method:</b> Group Live	<b>Booking Instructions:</b> Call (904) 268-1148
<b>Our fees include all instructor travel, living and professional fees, and all participant materials. You are responsible for training facility, audio-visual requirements, and other creature comforts. For information regarding refund, complaint and program cancellation policies, please visit our website at <a href="http://www.arctraining.com">www.arctraining.com</a>, or call Kate Robbins at (904) 268-1148.</b>	
<b>For additional savings to your organization, invite participants from companies in your area who may also be interested in this program. The ARC Training Group places no restrictions on who you can ask to join your group.</b>	



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