

Human Resources: Powering the BPO growth engine

National Conference
Business Process Outsourcing : Trends and Insights

ASSOCHAM
16 July, 2003



HR practices in BPO organizations vary widely yielding varied results

Sourcing

- "3 in 100" to "1 in 10"
- Pre-selection
- Outstation
- Different profiles

Skilling

- Hire experienced
- Hire with pre-training
- 2 weeks to 2 months
- Inhouse/outourced

Performance

- Varied

Attrition

- 3% annually to 10% monthly
- Plan attrition
- Reduce attrition

Leadership

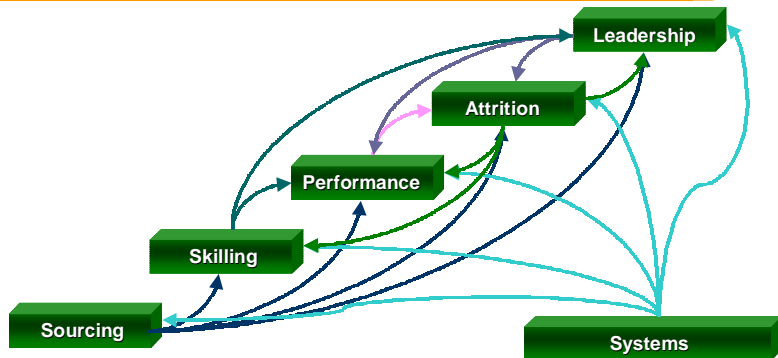
- Develop internally
- Hire from other industries
- Promote on performance (motivation tool)
- Promote on potential

A wide spectrum of approaches... Degree of success varying significantly



Training & Resourcing solutions to deliver results...

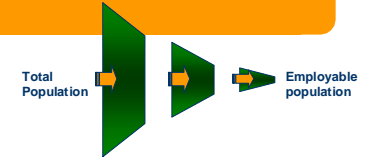
The HR issues are strongly interlinked



HERO mindmine
 Training & Resourcing solutions to deliver results...

Building a robust supply chain is central to sustainable industry growth and requires systematic effort

- 1 Analyze the talent 'funnel'
- 2 Prioritize the leverage points
- 3 Engage the relevant stakeholders to initiate actions



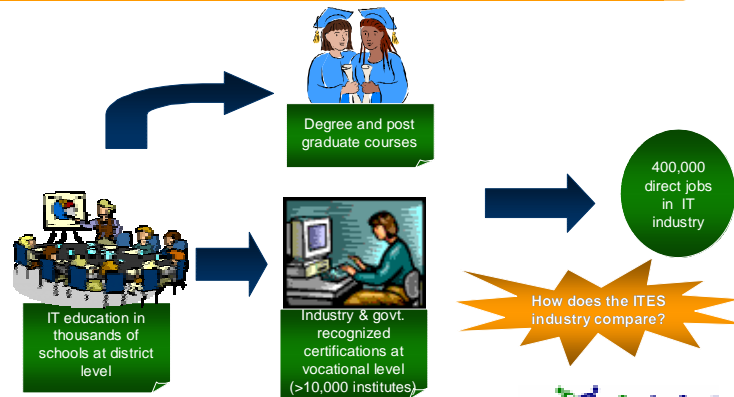
Impact	H			
	M			
	L			
		L	M	H
		Ease of execution		

Bridge program	●			
College program			●	
Degree/diploma	●	●		
Campus roadshows	●	●	●	

HERO mindmine
 Training & Resourcing solutions to deliver results...

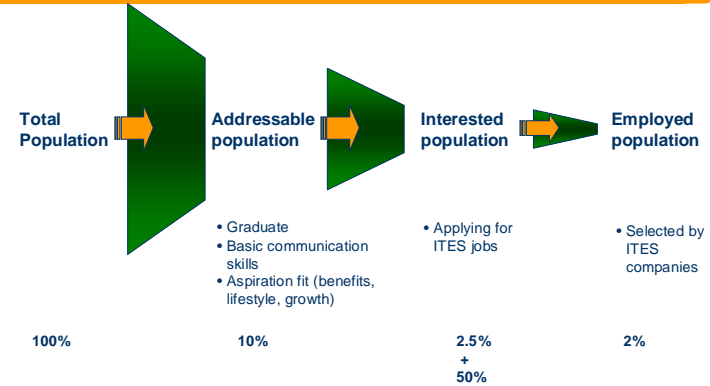
MEETING THE TRAINING REQUIREMENT OF THIS MAGNITUDE NEEDS CONCERTED EFFORT AT THE INDUSTRY AND INSTITUTIONAL LEVEL

IT INDUSTRY EXAMPLE



Training & Resourcing solutions to deliver results...

The 'Talent Funnel' for front-line ITES jobs



Training & Resourcing solutions to deliver results...

We should focus on the 'leverage points' at each stage of the Funnel

