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**Outsourcing as a way to improve business processes**

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 **Abstract**

The proposed article discusses the existing classifications of types of outsourcing, and shows that they explore only the managerial and organizational components of outsourcing. The differences of outsourcing from the purchase of goods and services are revealed. An approach to outsourcing as an economic phenomenon is proposed, classifications of types of outsourcing are constructed according to economic content and by the way of organizing interaction between enterprises. The mechanisms of interaction of enterprises in outsourcing are described. Listed options for payment services outsourcer.

In the article, the authors present the main theories explaining the concept of outsourcing, as well as link them together in a single coherent methodology. The study is based on numerous works of foreign authors, Russian scientists, practical experience of work of large companies. The author of this article not only reveal the concepts of the theory, but also confirm them with specific examples from Russian and international business. The article will be useful to experts in the field of public administration, managers and senior managers, managers, researchers and scientists in the field of economics and delegation of authority (outsourcing).

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**1 Introduction**

The target of this paper is to give the classical vocabulary on the theme, a short investigation of the best in class of global outsourcing to the late 2000s (for example China that is a genuine case of a rising nation in the mid 70) and an audit of the points of interest and detriments of outsourcing over the medium and long haul. I don't look to characterize how to outsource, yet to demonstrate the conceivable outcomes of such choice. This paper was composed when numerous questions emerge regarding the subject.

The principal question that emerges when another generation (another administration) is chosen is: what would it be advisable for us to make indoor and what could be endowed to outside sources? A conceivable response to this inquiry is the accompanying: make inside everything that utilizes the center skills of the creation framework and outsource different errands. It stays to characterize the arrangement of center capabilities of the creation framework under thought, and recognize outside sources to which dole out the rest of the undertakings.

The idea of outsourcing originated from the American phrase "outside resourcing", which means to get assets all things considered. The term was later utilized in the monetary phrasing to show the utilization of outside sources to build up the business, which ordinarily were utilizing their inward assets.

As of late, the strength writing was centered progressively around outsourcing technique while tending to the subject chosen structure variation. The arrangement for the advancement of a framework is found and the choice of outsourcing and just as how this arrangement can be utilized amid any venture to execute the framework. On the off chance that in the decision of outsourcing routine exercises, bookkeeping, HR, promoting things are moderately clear and can approach past encounters in the frameworks advancement many issues show up, because of requesting prerequisites of customers, absence of experience prompting troubles in choosing the system that best meet business destinations.

* 1. **The essence of outsourcing recruitment**

In order to have a complete understanding of what outsourcing of recruitment is, it is necessary to consider this concept from two sides on the part of “outsourcing” and “recruitment”. The history of "recruitment" dates back to the 14th century, when a prototype of a modern employment agency, the private employment service, was created in Germany. In the 19th century, during World War I, private agencies in Boston picked up scarce personnel for military factories. However, as the recruitment industry was formed only in the 50s in the United States.

The format of cooperation with a company that provides recruitment services for outsourcing in modern practice is very common. Recruiter-outsourcer is aware of the history of the company, the features of the corporate culture and other characteristics of the company. Recruiter-outsourcer carries out its activities, taking into account the special qualities of each individual organization - the customer, and not according to the formal set of requirements presented in the description of the position.

Recruitment outsourcing technology includes:

• preparation and coordination with the customer of the job description: requirements for applicants, description of the content of work, description of working conditions (amount and system of remuneration, mode and schedule of work, place of work, etc.), presentation information about the company, reported to applicants during interview;

• selection of ways to attract job seekers (posting vacancies on job search sites, buying access rights to the resume databases);

• placement of vacancies on job search sites;

• in the selection of line personnel: receiving calls from applicants, conducting telephone interviews, viewing and evaluating resumes of applicants who responded to job postings, conducting telephone interviews with applicants to clarify information about work experience and qualifications, setting time for in-person interviews with a customer representative.

When selecting managers and specialists:

• processing all relevant summaries that meet customer requirements and are available at the start of the search in specialized sites, sending job descriptions to applicants, calling for job offers, recording negotiation results, conducting telephone interviews, presenting candidate’s resumes to the customer, inviting in-person interviews with the customer’s representative ;

• daily search for new published CVs of applicants in the databases of specialized sites, sending job descriptions to applicants, calls with a job offer, recording the results of negotiations, conducting telephone interviews, inviting in-person interviews with a customer’s representative;

• conducting in-person interviews with the applicant prior to the submission of the customer’s resume;

• Skype interview;

• participation in a face-to-face interview with a customer representative;

• issuing test items for checking the qualifications of applicants and checking them;

• verification of recommendations - obtaining the applicant's consent to contacts with previous employers, calls to contact persons for receiving verbal feedback on the work of the applicant;

• bringing to the applicant the decision of the customer - an invitation to work or a refusal to hire;

• entering information about the applicants and the results of negotiations with them in the database provided to the customer.

Research conducted in 1999 by Stern and Stewart revealed the positive impact of major outsourcing transactions ($ 200 million and above) on the value of companies: two months after the official announcement of the transaction, stock prices increase. In 2003, a study was completed by the Katz University of Pittsburgh School of Business. An analysis of the activities of 300 companies that have concluded large outsourcing deals from 1990 to 2003 showed that in the first three years after the conclusion of the contract, outsourcing services customers surpassed their competitors in such indicators, as the amount of profit per employee and sales per employee. But the most difficult and interesting research on this topic was conducted by the Department of Mathematical Sciences of the Research Center of the IBM corporation. T. Watson with Harvard University. The study ended in 2006 and revealed the positive impact of large outsourcing transactions on key business indicators of customers (return on assets, general overhead and administrative expenses). This picture is complemented by the results of the IBM Global CEO Study, which clearly demonstrate the main advantages of outsourcing.

The study revealed the positive impact of large outsourcing transactions on key business indicators of customers. From this we can draw two conclusions.

First, the effectiveness of outsourcing should be assessed in relation to the indicators of the main business of the customer, and not only comparing the state of its business environment in absolute and relative indicators before and after the conclusion of the contract. Secondly, major transactions have the greatest positive effect, so you should not expect that the pilot project will provide all the necessary answers.

Thus, a prerequisite for the formation and development of a category of strategic outsourcing. By strategic outsourcing, we mean the balanced use of an external resource of an organization’s business by transferring certain business processes or production functions for a company to a strategic partner specializing in the relevant field on the basis of a long-term contract. In contrast to service and support services that are one-time, episodic, random and limited to the beginning and the end, the functions of professional support for the uninterrupted performance of individual systems and infrastructure based on a long-term contract (over 1 year) are usually transferred to strategic outsourcing.

Strategic outsourcing allows not only to radically restructure the processes of your business, but also significantly improve opportunities and prospects. In this case, the relationship with the outsourcers can be as complete and combined. According to the majority of managers, the success of effective outsourcing depends on the degree of trust in the existing relationship, allowing to share control and responsibility with their business partners, which in fact become outsourcers.

**1.2 Classification of outsourcing services**

Considering the perspectives on the creators, we could distinguish the accompanying alternatives for outsourcing, given the various criteria of order :

 The proportion of outsourcing: total, selective, partial.

 Outsourcing can be applied in: HR, development project management, and service management.

 The outsourcing contract can be: general, transitional or of an economic procedure.

 The kind of outsourcing connections can be portrayed as: one supplier - one client, one provider more clients, a few vendors - a customer or a few sellers - more clients.

 The time of outsourcing can be on long term or short term.

 Location of the provider is local, global (offshore) and regional (near shore) - closer to the client.

Outsourcing was initially considered as a tool to optimize the costs of an enterprise, used by a company's management to improve its effectiveness. For this reason, the allocation of types of outsourcing is traditionally occurred by the criterion of the types of processes transferred to execution by an outside contractor, since such a classification is the most convenient from a managerial point of view.

There are three approaches to this classification.

In the first case, the transferred processes are classified by the criterion their relationship to the core business of the enterprise and are divided into major and auxiliary (accordingly, the outsourcing of the main processes and the outsourcing of the auxiliary processes are allocated).

In the second case, the classification is carried out by activity, which include the transferred processes. Most often with this approach there are the following types of outsourcing:

- outsourcing in the field of information technology (IT outsourcing);

- production outsourcing;

- logistic outsourcing;

- staff outsourcing;

- accounting outsourcing.

Obviously, of course, that the above list of types of outsourcing, allocated under this classification can be continued.

Finally, in the third approach, outsourcing is divided into tasks outsourcing. (when one-time projects are submitted for execution, and the time period for their implementation is clearly is negotiated) and business process outsourcing (in this case we are talking about long-term cooperation between enterprises, when the contractor on a regular basis assumes the execution of a particular function assigned to him by the customer). Task outsourcing includes the development of a new product design, and an example of business process outsourcing is production outsourcing or factoring.

These classification methods (as is evident from the classification criteria) emphasize the managerial component of outsourcing, leaving side of its economic essence.

In our opinion, in order to understand the economic aspect of outsourcing, it should be viewed not as a transfer of processes to outside contractors, but as the use of external resources to perform the functions of the enterprise, there is an attraction by the company to conduct its business activities factors of production controlled by other organizations. From this approach follows the natural classification of outsourcing by economic criterion - the type of resources (production factors) necessary to perform the relevant functions. In this case, the following can be distinguished types of outsourcing:

1. Outsourcing of capital, to which production outsourcing can be attributed (when an enterprise places orders for manufacturing products under your trademark with a third-party contractor) and leasing (in this case for the production of products used equipment owned another enterprise);

2. Labor outsourcing - it includes personnel outsourcing;

3. Outsourcing information - in this case, the customer company instructs collection and processing of information, and in some cases - and the development of solutions based on it, to an outside enterprise; to this kind of outsourcing on our opinion relates accounting outsourcing;

4. Outsourcing entrepreneurial abilities - enterprise-customer uses to conduct its own business activities intellectual capital (which is the fruit of entrepreneurial ability); this type of outsourcing should include franchising and licensing (these types of activities traditionally do not include outsourcing, however, in view of the definition proposed above, it is advisable to consider them as particular cases of outsourcing). For example, during franchising, an independent entrepreneur (franchisee) outsources the management of the trademark under which he pete his business activities;

5. Mixed outsourcing - when an enterprise-customer transfers to a third-party contractor a function that requires the use of several types of resources; in the opinion of the author, factoring can be attributed to this type of outsourcing, in which enterprise-factor, on the one hand, provides the supplier with financial resources (capital outsourcing), and on the other hand, collects and processes information about the current and potential customers of the supplier to determine their solvency (information outsourcing).

Thus, the approach to outsourcing as the use of external resources allows not only to build a classification of the types of outsourcing according to their economic content, but also to reveal the outsourcing nature of other forms of business, in particular franchising.

**1.3 The mechanism for organizing cooperation between enterprises in outsourcing**

In outsourcing, it is customary to single out two participants: the customer (outsourcing) - a company that transfers a certain function for execution to an outside enterprise, and an outsourcer (contractor, operator, provider) - a company that undertakes the execution of the function transferred to it by the customer. In the same transaction, the roles of these companies remain unchanged - the customer in this transaction is always the customer, and the outsource provider is an outsourcer. We will call this cooperation option classical or one-sided outsourcing.

At the same time, the situation in which the two companies, interacting with each other, alternately play the role of customer and operator, is well known. An example would be the collaboration of an accounting firm and an IT enterprise. An accounting firm can order the supply and maintenance of specialized software from an IT company, while an IT company can order its accounting records from an accounting firm. However, it is obvious that in this case we are talking about two different outsourcing contracts (supply and maintenance of software and accounting), in each of which the role of each counterparty remains unchanged. In fact, there are two unilateral outsourcing contracts. It is important to note that in both cases, auxiliary processes not directly related to the production of the final product of each enterprise are transferred to outsourcing. In the specialized literature this type of outsourcing is called mutual, however, in our opinion, it would be more correct to call it cross-over.

At the same time, according to the author, there is another type of outsourcing, which

However, so far, the literature has not yet been described (and for which the term “mutual outsourcing” would be the best designation). Consider, in particular, production outsourcing, in which an outsourcing (brand owner - BO) places with the operator (manufacturer - M) an order for the production of goods (for example, a seasonal collection of fashionable clothes) under its

her trademark, and then distributes finished products through its trading network. Traditionally, this type of cooperation is considered as one-sided outsourcing. However, the situation is somewhat more complicated, and in fact, within the framework of one outsourcing contract, each of the parties acts as both the customer and the performer at the same time. We decompose this outsourcing interaction into two components:

1. The trademark owner places an order with the manufacturer - it is this component that is limited to considering the traditional approach to outsourcing (according to the classification proposed above, this component refers to capital outsourcing). Let us call this component regulated, since it is precisely this component that is described in the contract;

2. The manufacturer transfers its BO products for sale on the market under the trademark of , that is, it outsources the management of the trademark under which its products will be sold. In other words, the roles of the manufacturer and the BO in this case change to the opposite within the framework of one outsourcing interaction — the manufacturer acts as a customer, and the BO as an outsourcer (and in this case we are talking about outsourcing entrepreneurial abilities). As far as is known, this component of the interaction of companies has been ignored. Explicitly, it is not regulated by the outsourcing contract (and therefore it can be called unregulated), but, nevertheless, it exists as an element of the economic interaction between the two enterprises (and in this particular example refers to the outsourcing of entrepreneurial skills).

At the same time, each of the companies transfers to the outsourcing a process profile for it, which is an integral part of the production of the finished product:

1. BO transfers to the manufacturer the production of goods in real performance;

2. The manufacturer transmits BO manufacturing goods with the brand.

With this model of interaction, partners in an outsourcing contract can only work effectively together, since they distribute among themselves non-supporting processes (as in the above-described cross-outsourcing), and elements of the same core for both processes. For this reason, this type of outsourcing is logical to call mutual (or bilateral) outsourcing. It should be noted that this approach is fully consistent with the interpretation of outsourcing as the formation of a virtual enterprise by outsourcer and outsource.



**1.4 The mechanism of payment services outsourcers**

The analysis of the mechanism of payment for the services of an outsourcer is of great scientific and practical interest.

With classical (one-way) and cross-outsourcing, this mechanism is absolutely transparent - the outsourcer sets the price for its services based on the expected profitability of its activities, and the level of this profitability is determined in some cases not by the outsourcer unilaterally, but jointly by the customer and the outsourcer through negotiations. It is not uncommon for an influential customer to demand that an outsourcer disclose the cost structure of his business and then determine the level of margin that is acceptable to him.

At mutual outsourcing the mechanism becomes complicated. The regulated part of the transaction is paid according to the scheme described above - the outsourcer receives a contractual remuneration, but the unregulated part of the explicitly prescribed mechanism of the outsourcer's remuneration does not provide. This may seem a violation of the requirement of a risk-free nature of the outsourcer, but this contradiction is only apparent. Let us demonstrate this with the example of various types of outsourcing.

Let's start with franchising, which can also be attributed to mutual outsourcing, since it is possible to distinguish regulated and unregulated components in it:

1. Trademark use agreement (outsourcing of entrepreneurial skills, regulated component);

2. Sales of goods and services of the franchisor through the franchisee's outlet (outsourcing capital singular, ad hoc component).

The franchisee pays royalties to the franchisor, but the franchisor does not make any payments to the franchisee for services to ensure the sale of goods under its brand name. But remember that when franchising, the franchisor helps the franchisee to draw up a business plan and estimate the expected sales volumes (based on an analysis of both the local market of the future franchisee and the experience of existing franchisees), and gives him the most effective tool to achieve these volumes and proven commercial technology. The franchisee also keeps the entire margin from the sale of products and services under the franchiser's brand (net of royalties). Thus, the estimated sales volume (and revenues) of the franchisee is in fact guaranteed. As a service fee, the franchisor allows the franchisee to keep a margin for themselves, and the franchisee’s risk-free operation is provided due to an adequate assessment of market potential and obtaining commercial technologies.

With the example of mutual outsourcing considered above (brand owner and manufacturer), the BO receives a fee from the manufacturer in the form of additional (although in some cases implicit) discounts on manufactured products. The risk-free operation of an BO as an outsourcer (trademark development service provider) is ensured by the fact that it buys goods from the manufacturer in quantities that he himself planned for sale, rather than volumes imposed on him by the supplier (as is the case with standard distribution). Note that the use of someone else's brand to sell their products is analyzed in the classic work of Philip Kotler , but, as far as the author is aware, the BO producer relationship has not been considered in the literature as two-way outsourcing.

In factoring, the supplier provides to the factor as a payment a disparity of the amount of the receivables transferred. The security lies in the fact that the supplier is inferior to the invoice factor, for which the buyer has recognized its obligations (i.e., the assigned debt is a source of guaranteed income for the factor).

Thus, it is possible to identify two mechanisms for payment for the services of an outsourcer:

1. Fixed fee (in the form of a certain share of the cost of the services provided). This fee can be in the form of a mark-up added to the value of the goods or services supplied by the outsourcer (as in the relationship between the manufacturer and the BO), or a discount (as in factoring);

2. Providing an outsourcer with a source of guaranteed income (for example, in franchising, where the amount of guaranteed income is the expected sales volume determined by the franchisor, and the source of income is the trademark and technology transferred to the franchisee for temporary use). The guarantee may be formal and informal.

It is important to note that it is not always the main income from the mutual outsourcing transaction remains with the owner of the trademark. For example, in the case of franchising, most of the margin goes to the franchisee. Of course, it should be remembered that the franchisor’s total revenue (from the entire franchise network) is much higher than that of the individual franchisee - however, the above is that the total sales volume of a franchisee can be significantly higher than the share of the franchisor.

The proposed analysis is preliminary, however, in the opinion of the author, he suggests the following:

1. For mutual outsourcing, the most typical combination is in one transaction of capital outsourcing and outsourcing of entrepreneurial abilities, while in the outsourcing contract only one aspect of the transaction is explicitly stated. The second component of a mutual outsourcing transaction is not regulated by the contract, and, as a rule, does not imply any explicit obligations on the parties;

2. The most profitable is the unregulated part of the transaction, which consists in selling the final product of mutual outsourcing (goods or services) to the final consumer. Thus, the main income is received not by the owner of the trademark, but by the participant in the transaction who works with final consumers.

At the same time, those participants in the transaction who do not work directly with consumers receive significant benefits from mutual outsourcing, as they increase sales of their products and get access to promising markets without investing in their own trademark (for production outsourcing). ), or expanding their network and increasing the visibility and value of their brand without investment on their part (with franchise).

However, in the opinion of the author, with mutual outsourcing, it would be necessary to minimize the asymmetry between the regulated and unregulated components and specify in the outsourcing contract explicit obligations of the party working with the end customer (for example, in terms of its sales volume). done at franchising, where franchisees may specify the sales volumes of goods or services under the franchiser's trademark, or in terms of the volume of purchases of finished goods from the manufacturer, as might be the case manufacturing outsourcing). This would reduce the imbalance between the parties in a mutual outsourcing transaction and make the relationship between them more transparent. Moreover, if, in principle, it is possible to limit, by agreement of the parties, the amount of remuneration of the participant in the transaction who works with the end user in franchising (by limiting his margin or setting the maximum selling price, which in some cases is practiced in franchising agreements, but from the point of view of competition law), since the owner of the trademark has powerful levers of influence on the franchisee, there is no such possibility with production outsourcing . This is due to the greater strength of the BO, which independently sets prices for final consumers.

**1.5 Important parts of strategic outsourcing**

The most important components of strategic outsourcing are:

1) Support and control at the highest level. Company management should be directly involved in the process of outsourcing resources, introducing innovations and other processes initiated by outsourcers. In this case, the remaining functions of the leadership, too, no one cancels;

2) A bold program and a decisive action plan. Strategic outsourcing implies the introduction of radical changes in the business, and for this you should have a considerable sense of purpose, determination and steadfastness of their decisions;

3) Innovative financial strategy. It should be not only optimally profitable for the company, but also interesting for outsourcers. It is possible to increase the motivation of partners by linking remuneration for work to the results of the activities of the entire company

4) Focus on important processes. By entrusting the main, key areas of activity to outsourcers, you can quickly achieve improved competitiveness;

5) Focus on the result. The goal of relationships with outsourcers should be the emergence of new opportunities, the use of acquired skills to achieve strategic objectives.

The success of strategic outsourcing depends on the phased implementation of relationships with external administrators.

The first stage consists of a deal.

To do this, it’s not enough to find a regular service provider; you should be very careful when searching for an outsourcing company, since this is a strategic ally, not just a contractor.

The second stage involves the management of the transition period. Managing the resource allocation process after a deal is made with outsourcers is an important point on which the establishment of open and trusting relationships with outsourcers and with staff members depends. A clear interpretation of the responsibilities of those and others will only contribute to the rapid implementation of innovative changes.

The third stage focuses on the transformation of the main processes. A special feature of strategic outsourcing is the transfer into the hands of professionals of its main, key

activities, as did the London Stock Exchange, transferring trade and management IT technologies to outsourcers. The main thing is to clearly identify goals, combine resources and processes in their quest for improved performance.

The fourth stage involves the immediate process of using new abilities. Strategic outsourcing allows you to turn key, but ineffective and non-competitive processes in those in demand have a number of advantages and are promising for the future. Opened as a result of cooperation with outsourcers, the capabilities should strengthen the company's overall strategy. This is the main value of such outsourcing. The effectiveness of strategic outsourcing is impossible without establishing close, open and trusting relationships with partners.

Collaboration is based on:

 on the active participation of staff members in developing new ways;

 developing and mastering network cooperation schemes;

 demand for constant innovation;

 competent management of these relationships.

It should be noted that the object of research previously listed in the work was successful contracts, but it is necessary to take into account that the number of unsuccessful outsourcing transactions is growing. Therefore, if a customer intends to resort to strategic outsourcing to create a competitive advantage in his core business, then first of all he should focus on ensuring the key success factors of such a partnership.

The first factor in the success of outsourcing is the development by the customer of a decision on the advisability of using strategic outsourcing mechanisms in the interests of developing its core business. Then, in order to determine the potential benefits of outsourcing, it is important to correctly assess the current situation and the strategic orientation of the customer’s infrastructure in the future.

Clearly defining the objectives and bringing them to the attention of potential suppliers of outsourcing services is the second key success factor, since otherwise a very professional solution developed by the service provider may be unclaimed by the customer.

For example, if outsourcing is supposed to be used for a more successful IPO, then the service provider will have to be chosen from among the largest international companies. In other cases, today's realities already allow

selection among large outsourcing companies depending on their financial reliability, intra-industry specialization, geographic coverage, availability of required licenses, successful investment in improving technological and procedural areas of outsourcing services. As for the western experience, according to the Everest Group research, the criteria for selecting an outsourcing service provider in 2007 were distributed in order of decreasing importance as follows:

 Quality of services offered;

 Procedural examination;

 The proposed level of cost optimization;

 Innovativeness;

 Industrial expertise;

 Compliance of the proposed technical and commercial offer with the strategic goals of the customer’s business development;

 Proximity of corporate cultures.

Choosing the right service provider is the third key success factor.

The fourth factor is accuracy and the thoroughness of the development of financial aspects of cooperation. This will require a joint audit of direct and indirect costs of the enterprise, to project them into the future, taking into account the start and planned internal optimization projects and, using the data obtained, to make sure that the financial offer of the service provider is attractive given the price offered to them and the pricing model.

The fifth factor - the need to strictly adhere to an agreed schedule of contract preparation - is absolutely obvious. However, in practice, this preparation takes from six months to a year, and the temptation constantly arising, primarily from the customer, to slightly increase this schedule is fraught with a breakdown in negotiations.

The experience of observing the preparation of large contracts in the Russian market clearly indicates the urgency of this problem.

The sixth factor is expressed in the need for a detailed coordinated study of the architecture of the outsourcing solution for subsequent consolidation in the contract. Bringing all the necessary components of the solution together.

The creation and full-fledged functioning of a flexible and efficient model for managing customer and service provider relationships is the seventh success factor for strategic outsourcing.

Thus, strategic outsourcing makes much more demands for its preparation and maintenance. First of all, this concerns the innovativeness of the strategic decision being made, as well as the management of the level of the outsourcing service and the detail of the reporting provided.

**1.6 Theories and Paradigms Related to the Placement of Outsourcing**

One of the essential approaches to deal with the intricacy in organizations is by outsourcing. The significance of outsourcing has expanded significantly worldwide and in Azerbaijan in the last two decades. More and more organizations choose either for outsourcing or insourcing, the extent of which has expanded impressively, both concerning the quantity of exercises and to their unpredictability.

With respect to outsourcing, interdisciplinary is uncovered through:

• Economics: value-based cost, profitability, effectiveness (Williamsons 1981; Dyer 1997);

• Organizational sciences: overseeing intricacy with progressive system or with market (Chapman and Andrade 1998);

• Management: organization strategy – current, formative and fundamental (Barney and Arikan 2001; McIvor 2005);

• Marketing: promoting among organizations, agreeable versus focused showcasing, systems (Lei and Hitt 1995; Koong, Lai, and Wang 2007).

Associations are complex social, efficient and specialized frameworks. The complexity of levelheaded association control, particularly the workers, is past the abilities of the human cerebrum, just as past the capacities of specialized frameworks, I. e. PCs. Characteristic advancement of the human mind and specialized improvement of PCs are restricted by the essential highlights of natural and inorganic issue. Productive and effective coming to of focuses of members in outsourcing connections will be accomplished if all members are fulfilled. Every member (outsourcing and insourcing organizations) in the outsourcing relationship needs two attributes so as to have the capacity to oversee complex issues of participation:

• specialization and spotlight on center skills,

• the capacity to take part inventively and to coordinate, prompting multifaceted nature.

Underneath I state research possibilities , outcomes and the reason for a fundamental methodology in outsourcing research:

• Within the framework including outsourcers and insourcers also as monetary and (social) situations of their movement;

• with regards to power and impact connections that the accomplices have due to their center abilities – learning, advances, financial power, and so forth.;

• with regards to outsourcer control and a steady progress from the idea of chain of importance to the idea of market, by taking into account the expenses of chain of command and value-based expenses;

• Within a transient vital structure – from short period outsourcing (transitory cost interests, without legally binding or proprietorship relationship) – to long haul outsourcing (vital partnerships, possession connections – outsourcing in organizations); I. e. gradual arranging by choosing promising outsourcing connections, from short period towards long haul connections;

• Widening the idea of outsourcing– from the zone of capacities to the territory of association forms – Business Process Outsourcing and interfacing outsourcing with procedures reengineering. Outsourcing just as virtual (or even empty) associations are stylish ideas in the administration writing of today. What's more, outsourcing might be a piece of a contemporary pattern in business which esteems momentary acquires than long haul execution and soundness.

Outsourcing can be an all important key choice for the outsourcing organization, which gives, and for the insourcing organization, which gets orders from a outsourcing accomplice.

Outsourcing is utilized in light of the fact that it probably points of interest the association. The points of interest and drawbacks or disappointments can be arranged as key or on the other hand strategic and short term or long haul. Kinkel, Lay, and Maloca compose that exact investigations should cover the most applicable classes of motive for assembling off-shoring and outsourcing exercises, creation (cost) thought processes and market rationale.

Firms can utilize outsourcing to use the association's inner and outer assets, abilities and capabilities. Specifically, the choice to insource or outsource a current part or subassembly, administration or then again capacity could enable a firm to free up required assets and to concentrate on progressively critical, fresher or higher return procedures and openings.

Accordingly, settle on or purchase basic leadership takes on a basic significance. A refocusing of the center or basic abilities either increment their additional esteem or keep up the piece of the pie. In an unexpected way, non-center or on the other hand non-basic business forms should be outsourced to center on center capabilities and improve process efficiencies.

The hypothetical establishment of outsourcing is Williamson's exchange cost hypothesis, the polarity of 'business sectors' and 'chains of command,' of 'purchase or make,' of outsourcing and coordinated firms. Outsourcing may lower expenses of tasks, however increment exchange costs; reconciliations may expand expenses of activities, however sidestep exchange costs. An alternate way to deal with outsourcing is the asset based perspective on the firm; by outsourcing non-center exercises, and concentrating on center skills, i. e. aptitudes, learning and innovations, an organization can viably assign rare assets, separate and addition upper hands. Later is the thought of vulnerabilities of supply chains of the supply commercial center. This stream is more multivariate, manages a multitude of factors in the market and amalgamates them in supply risk or 'key helplessness' of the outsourcing firm.

Outsourcing is a critical technique, a useful asset, yet additionally a craze, for example, down-estimating, outsourcing, all out quality administration, financial esteem examination, benchmarking, reengineering and numerous others. On the other hand, it has prodded expanded accentuation on purchaser provider connections , for example, production network the executives, lean supply, outsourcing, vertical coalitions, mechanical systems, as managed in the writing of this period . The focal topic of these and numerous others was the means by which to improve the aggressiveness and benefit of firms utilizing sufficient procedures, instruments and methods to choose the right accomplice, build up a working relationship and manage inside and outside changes . Outsourcing is characterized and comprehended from various perspectives. Harland and Knight comprehend outsourcing as sourcing those exercises that an association has the inward capacity to perform – considering ideas of vertical joining, vertical crumbling and 'make or purchase.' Gilley and Rasheed characterize outsourcing as acquiring something that was either initially sourced inside (I. e. vertical breaking down) or on the other hand could have been sourced inside despite the choice to head outside (I. e. make or purchase). Beaumont and Sohal characterize outsourcing as 'work some time ago done inside the association, performed by an outer association; the seller might be a free substance or an entirely claimed auxiliary.' Outsourcing, basically, is vertical joining, the last period of advancement in the period after the 2nd World War. Flat or vertical mix empowered firms to accomplish economies of scale. The flat mix gave the chance to practice more prominent market control.

The aggregation offered more prominent security through an expanded item go. Vertical mix conceivably offered the firm more prominent control over, for instance, crude materials sources or circulation channels (contingent upon whether it was in reverse or forward combination) . There is a huge assemblage of writing portraying the standards and ideas of vertical incorporation somewhere in the range of 1960 and 1990.

Be that as it may, coordination had its shadows also: Porter found that over a large portion of the acquisitions in new businesses and 60 percent in new programs were stripped. Scholastic examinations have appeared frustrating rates of return. At that point, in the mid 1980s, an accord raised that corporate systems ought to go into turn around and that organizations should concentrate on less exercises. There are numerous other immediate and aberrant ways to deal with outsourcing. A few creators have explained scientific models for the 'make-or-purchase' choice utilizing both quantifiable what's more, non-quantifiable elements. Then again, cost estimations, by and large, don't create a reasonable choice in either heading; subjective variables, for example, long haul key ramifications and the workforce response to outsourcing for the association, may have a more noteworthy effect.

**1.7 Theories of Outsourcing regarding firms and transactions**

**Theory of the firm and transaction costs**

At the heart of outsourcing is the desire of the entrepreneur to minimize costs. In turn, the desire to minimize costs is explained by two fundamental concepts of economics - the economic theory of a company (why companies exist at all) and the theory of transaction costs that emerged from it.

One of the first theory of the company in 1936 was formulated by Ronald Coase, winner of the Nobel Prize for his contribution to the study of the limits of the size of companies. In his study, Coase defined the balance between “buy everything on the market” or “one big firm” as a balance of costs. It boils down to the fact that the company will expand its own production or produce a service within itself (hire its own staff, increase its own resources etc.) until the internal cost of production exceeds the cost of acquiring a similar resource on the market (which is outsourcing).

Most of the large Russian companies that were formed in the 1990s more than anyone else experienced the theory of the company in practice. Most Soviet enterprises were vertically integrated trusts, which were all organized within the company - both the main production (for example, mining), and support functions (transportation, banking) and social services (housing, medicine, education, etc.). Only after almost 20 years, large production companies, the backbone of the Russian economy, gradually began to give the market what it does better and cheaper. So, oil companies will give up drilling (they will be created by Eurasia drilling company, etc.), metallurgists and coal miners will sell their transport enterprises (Evraz, Magnitogorsk Metallurgical Plant (MMp), Severstal, Rusal, etc.), industrial and financial groups will withdraw from their structures banks and non-state pension funds (Russian Railways, RAO UES of Russia, ALROSA, Norilsk Nickel, Severstal, etc.).

The very theory of the boundaries of the company for forty years before the events described above evolves into the theory of transaction costs. For the first time the term “transaction costs” (transaction cost) is introduced by Nobel Prize winner in the field of economics Kenneth Arrow in 1970. However, the American economist Oliver Williamson develops it in detail in several scientific works.

Its essence lies in the fact that due to the imperfection of economic systems during the planning or implementation of a transaction (transaction) between the parties of market relations, a number of costs arise (to find a commercial partner, to enter into a contract, to monitor its observance, to litigate in case of its violation etc.).

Williamson determines that all transactions (transactions) in the market have three critical dimensions - the frequency, uncertainty and specificity of assets .

The more often similar transactions are made between the parties, the lower the cost of a single transaction and the higher the trust between the partners. The higher the uncertainty, the more difficult it is to plan long-term contracts, the higher the cost of controlling them by performance. High uncertainty increases transaction costs and makes the purchase of services on the market less attractive. The more specific an asset is (that is, it cannot be used in a transaction with an alternative partner without losing its commercial value), the lower the probability of outsourcing.

If the influence of a combination of factors (frequency, uncertainty and specificity of an asset) is small - for example, we are talking about a tradable goods or service (commodity), then it is easiest to buy in the market. If the uncertainty or specificity of the asset is extremely high, then the company will most likely leave (“integrate”) this transaction within itself, and will not buy it on the market at all.

Thus, in the second case, when the transaction (transaction) is specific, has significant features, it is often repeated, but not so simple to make it on the market, and not so extremely specific and complex to do it yourself, the nutritional environment for the emergence of long-term cooperation relations (outsourcing).

A striking example of this type of transaction is IT services. For a long time, information technology and computers were complex and were the lot of selected employees on the staff of companies. However, with the development of technology, it became clear that professionals in the market can do it cheaper and better. Most outsourcing researchers cite 2 textbook examples in the field of IT, from which, it is claimed, outsourcing began as a phenomenon. In 1989, Eastman Kodak Corporation outsourced processing information to another American company - IBM (the amount of the contract was $ 500 million). In the same year, then, the American energy giant Enron transferred its IT functions to 750 million dollars to EDS. The Russian market in this regard is no exception. IT outsourcing is becoming more and more popular among companies. Previously, the entire infrastructure — computing power (so-called “hardware”) and software (software) —they sought to create on their balance, now cloud technologies are becoming increasingly popular (when hardware and software are actually rented from third-party profile players). The annual turnover of cloud technologies in recent years has grown from zero to 13 (Rostelecom estimate), 22 (IDS estimate) or even RUB 88 billion. And this market is growing in Russia at a rate unprecedented for a stagnant economy — by 25–30% per year .

**Fight for competitive advantage**

The second pillar on which outsourcing rests is the desire of firms to win in the competitive struggle at the expense of competitive advantages.

Michael Porter, a professor at Harvard Business School, is considered the author of the theory of competitive advantage. In his most fundamental work, Competitive Advantage in 1985, Porter argued that firms win in the fight for the customer by doing something better than others, and this is something (competitive advantage), exactly what is needed to buyers.

The theory of competitive advantage according to Porter consists of three postulates.

1. A company can win the competition either at a lower price (this is a mass production), or by differentiation (due to the unique qualities of its products).

2. All activities of the company in the value chain model proposed by Porter are divided into primary and secondary.

3. Internal processes within the value chain within the company are constantly affected by competition, which operates from four sides - the well-known 4 market forces - the influence of consumers, the influence of suppliers, the threat of the emergence of new competitors and the threat of the appearance of substitute products.

In order to succeed in the market, a firm’s management must focus on what constitutes its competitive advantage. It should focus on core processes, not auxiliary ones. And not at all, but on those that can do better than competitors. The retention of competitive advantage is possible only in view of the constantly changing market forces, and in order to maintain a competitive advantage a firm must constantly change and adapt.

All other activities that are not a competitive advantage of a company can be transferred to third-party companies, which is the essence of outsourcing.

An example of such a focus on competitive advantage is the Russian banking sector. At first, Russian banks, both state and commercial, were inclined to do everything themselves, including solving problems with collecting overdue debts. However, the costs associated with this (the need to maintain a staff of lawyers, call centers, etc.) pushed the banks to transfer this work to outsourcing companies that specialize in this - to collectors. Thus, major market players appeared - the First Collection Bureau, Sequoia credit consolidation and others, while the market for outsourced debt grew to 550 billion rubles and continues to grow. Banks also focused on their main competitive advantages - improving the quality of customer service, risk control, expanding the deposit and credit base.

The theory of competitive advantage was later developed into the resource-based theory of the firm, then into the theory of key competencies (core competencies), and later into the theory of dynamic skills (dynamic capabilities or competencies), as well as in the theory of delegation of authority of the Harzburg model of management . All of them are studied in detail on any course of the strategy within the framework of the MBA.

These theories added to the ideas of Michael Porter that the firm’s competitive advantage is its core competencies. The main characteristic of these competencies is that they must be hard to copy by competitors (hard to imitate).

There was a transition from an awareness of the company's competitive advantages as material resources to intangible assets -knowledge. Resources - physical assets, such as factories, machines, machines - a very unstable advantage. It is easy for a competitor to buy or build the same. Key competencies, that is, knowledge, skills to manage these resources, is a more stable advantage. But it can also be copied by competitors, because this can be learned or outbid specialists.

That is why competitive competencies should underlie competitive advantage. That is, firms must constantly improve their estates and skills, to innovate in order to maintain and strengthen their position in the market. Thus, management attention should be focused and focused on improving key competencies. Everything else is the periphery of view. It can be outsourced if the market makes this work faster and better.

There is no need to go far for examples confirming the correctness of researchers of competitive advantages in the Russian market. Metal producers, who were counting on long-term growth in consumption and prices, as a result of the 2008-2009 commodity crisis. and 2014-2016 found that their multi-billion dollar investment in production would not pay off as soon as they had planned, if at all. This happened with Evraz, Norilsk Nickel, MMK and many others. The most interesting, perhaps, is the example of Rusal, which until recently delayed the commissioning of the Boguchansky aluminum plant with the latest equipment. Coal producers, especially Mechel, have fallen into the same situation. The reason is that it is not so difficult to build metallurgical and mining enterprises, and there will always be players who can do it (albeit with significant investments) cheaper - for example, international giants BHP Billiton, Anglo American and Rio Tinto, which have production in Australia and South Africa, as well as Chinese steel makers.

At the same time, companies that are constantly striving for innovations continue to grow, despite any crises - this is Yandex, Mail.ru Group, and Kaspersky Lab, and Abby. These companies are a vivid confirmation of the fact that dynamic competencies and not physical assets (even the most modern ones) are the key to success in modern business.

 **Social exchange theory**

The pursuit of competitive advantages and the search for optimal transaction costs, of course, provide the key to understanding the origins of outsourcing. However, even in aggregate, they represent a mechanistic approach to the emergence of this phenomenon. However, markets and people have limited rationality.

Therefore, interpersonal relationships play a very important role in understanding outsourcing. In practice, this factor is crucial. How often we hear: "he will be our supplier, I know him well and trust him." In the absence of perfect information and about markets and firms, managers are forced to rely on personal knowledge and acquaintances.

This is the basis of the theory of social exchange and the theory of trust.

The theory of social exchange arose largely from the theory of the firm in an attempt to explain the influence of interpersonal communication, interdependence, which arises between partners in economic relations.

Social exchange in the economy is based on one of the oldest approaches in behavioral psychology, which understands the interaction between individuals as an exchange of resources, and not only material (money, goods), but also intangible (social attributes, friendship, affection, etc.). The parties enter into social relations, because they believe that these relations will be profitable for them. American sociologist Peter Blau was one of the first in the 1960s. introduces the concept of "social exchange theory".

Thus, the parties evaluate economic relations not only from the point of view of their commercial benefits, but also from the standpoint of the social component - emotional satisfaction from work, personal success, self-improvement and realization of their ambitions, etc. Moreover, the latter are sometimes valued by people above economic expediency. As Peter Blau notes, “The most important advantages in social exchange have no material value on which a price tag can be hung, such as social recognition and respect” .

As relations develop between the parties, the following key elements of the theory emerge - trust and commitment. Trust leads to the deepening of relations, which are now determined not only by the formal provisions of the contract, but also by informal ties.

In the 1990s. trust and involvement were formed into an independent theory, the author of which can be called American scientists behaviorists Robert Morgan and Shelby Hunt. They tried to combine the concepts of social exchange and opportunism in explaining the relationship between firms.

Trust in a partner can truly work wonders - it pushed even the most conservative institution of Russian society, the army, to outsourcing. The Ministry of Defense plans to build 24 transshipment and logistics complexes (TLCs) in cooperation with the structures of a large Russian private entrepreneur, Andrei Bokarev, which by 2020 should replace the 330 existing bases and warehouses. This will allow 2 times to reduce the cost of storage and warehouses (about 15 billion rubles). The reason for such confidence in the private sector is that Andrey Bokarev has established himself as a partner of the Ministry of Defense and Rostec on a number of projects - he co-owns Izhevsk factory for the production of small arms (including the Kalashnikov assault rifle), owns enterprises for the construction of warships for the Ministry of Defense and Border Guard. This, incidentally, allowed Transmashholding Bokarev to become the largest outsourcing partner of Russian Railways for the supply and repair of rolling stock.

Scientists have suggested distinguishing between individual (one-off) transactions and long-term relationships. Trust and engagement lead the parties to work together more closely to maintain investment in the relationships they have already made. These same factors help the parties to resist the temptation to enter into short-term alternative partnerships by choosing the long-term benefits of continued cooperation with an existing partner. Probably for this reason, the TLC of the Ministry of Defense are given to the structures of Bokarev in a long-term concession for 16 years.

At the same time, it is necessary to emphasize that trust, not confirmed by competence, with weakened control can lead to catastrophic consequences. That is why many outsourcing relationships, built mainly on trust, have failed. Reliance on trust in the first place, by the way, is a very characteristic feature of the business and is inherent in the mentality of the post-Soviet space.

Theories of social exchange, trust and involvement are of great importance for understanding outsourcing relationships, since they fill in the gap in understanding why some relationships with the same economic results are perceived by the parties as successful, or as failure.

**Trends in the theory of outsourcing**

The above fundamental concepts are important for understanding outsourcing, but the theory does not stand still, since the subject of its research - the actual relations between companies, is also constantly changing and evolving. Since the light of the above mentioned theories, the outsourcing relationship has changed a lot. If in 1980-90-xx years. In the past century, companies sought to enter into long-term multi-billion dollar contracts of 5–7 years, but now the trend has clearly shifted towards shorter, smaller, more flexible outsourcing relationships.

In particular, Linda Cohen and Ellie Young propose to rethink the traditional division of self-reliance or outsourcing and look at outsourcing not as a final process, but as a constantly changing mechanism of adaptation to external economic reality.

Cohen and Young prefer to talk about sourcing (from the English source - source, resource). It does not matter where these resources come from - from outside (outsourcing), inside (insourcing, the organization’s own strength) or by combining these sources. At different times due to changing external conditions, market conditions, the development of new technologies, etc. the company can make decisions about outsourcing, creating joint ventures for its implementation, selling shares in these enterprises and other forms. Young and Cohen propose to forget once and for all about static. Business is a dynamic.

 Sources of resources should be considered in dynamics. What was outsourced could be returned inside the company, acquired as an independent business to create an internal joint service center (shared services), and outsourced again or in a separate / joint venture with a service provider, in any other form. The important thing is that this is not a linear process; it is a cyclical process, a "sourcing wheel" for a business that exists while it is spinning.

There are many examples of sourcing cycles in the world. For example, it is well known that many international companies, including in the United States, transferred production to China to reduce costs. However, now the reverse process is observed - after years, American companies are returning production back to their country. According to the annual survey of managers of US industrial enterprises conducted by The Boston Consulting Group, 17% reported that they are actively engaged in the return of production to the United States. This is 2.5 times than in 2012. There are many reasons for this - these are quality issues, the preservation of engineering know-how, and proximity to the consumer. There are still few such examples on the Russian market, but the state policy of import substitution will certainly contribute to the creation of industries in our country that were previously moved beyond its borders (we will leave aside the economic efficiency of such policies).

 In this regard, an interesting example is Rosneft, which initially, like many Russian oil workers, sold its drilling division. Back in early 2014, Rosneft was planning to get rid of the last asset, RN-Drilling, by exchanging it for a stake in the Norwegian outsourcing company NADL. However, later, under the influence of sanctions, crisis, seeking to control costs more and fearing the dominance of foreign players, Rosneft decided to move from outsourcing to insourcing. In 2014, she acquired the Orenburg drilling company from VTB, then bought the assets of Weatherford in Russia, and in 2015, she bought her Russian oilfield service subsidiary from Canadian Trican Well Service Ltd. As a result, Rosneft's own drilling fleet increased from 81 to 213 in 2014, and then to 257 in 2016, and the number of working crews increased from 51 to 200 and 211, respectively. The share of well repair insourcing has increased to 40%, while the share of outsourcing partners, including the largest Russian Eurasia drilling company, has decreased dramatically.

Interestingly, Cohen and Young have more than just a classification of types of outsourcing. They offer a risk and benefit management panel for various outsourcing relationships (sourcing scale). Choose a contractor, they say, and you will have more control over the provision of the service. Although the quality and price of services of one mega-contractor may not be the most optimal.

But it will be a fee for the level of control. Want to fully control the situation - do it yourself. But then you cannot concentrate on the main thing - on your competitive benefits. If you want to get the best prices from the best providers, then you have to break up a large service into its component elements and purchase it from possibly different contractors. Only this will require a lot of work on the part of the customer to integrate different suppliers and their services to get the desired result. It is in this constant search for a form of consumption of resources by an enterprise, which most closely follows the company's strategy, the market situation, the actions of competitors, etc. and sourcing is.

However, it is important to understand that the sourcing cycle must have a specific time frame. Changes cannot happen all the time, just as the situation is impossible with the complete absence of changes - “prolonged conservation (order) and prolonged changes (chaos) threaten survival.” So, in our body, the heart beats more rhythmically eight days before it stops, and in 13 hours the chaotic oscillation disappears almost completely.

An example of the movement on the sourcing scale - Universal Cargo Logistics (UCL), Vladimir Lisin. The owner of the Novolipetsk Metallurgical Combine initially created a transport company to serve the needs of its own metallurgical production (the classic integrated service center - OTSO). However, later after the acquisition of the First Freight Company from Russian Railways, I decided to build a separate logistics holding. As a result, the SSC has grown into an independent business in the form of a universal logistics railway operator, which occupies a quarter of the Russian rail transportation market. Today, UCL unites UCL Rail (rail transportation, bought here from Russian Railways Freight One), UCL Port (stevedoring services - Sea Port of St. Petersburg, Tuapse and Taganrog ports) and VBTH (shipping companies and shipbuilding). The company's business grew gradually, from 20 billion rubles turnover in 2010 to 160 in 2013.

It is in the aggregate that the three driving forces help to understand the essence of outsourcing. On the one hand, in the struggle for profit entrepreneurs seek to reduce costs, minimize costs. But this does not happen with all the processes in the company, as some, which are a competitive advantage, on the contrary, require significant investments. However, the “costs” and “focus of attention” alone cannot explain the nature and essence of long-term delegation of processes to third-party companies — there must be a relationship of trust between partners, otherwise their partnership is doomed to failure.

Thus, the desire to reduce and cost transparency, competitive advantages and social exchange elements based on competence and professionalism are the main elements that explain the emergence and evolution of outsourcing.

Simultaneously, the cycle of sourcing relations and permanent "Switching" on the sourcing panel Young and Cohen allow us to most accurately classify the diversity of modern types of outsourcing.

**1.8 SWOT analysis of outsourcing recruitment**

**Strengths** - Reduced operating costs; - Concentration of resources on the main activity of the company; - Allows you to get components or services of higher quality and / or cheaper; - the possibility of reducing the staff of the organization and as a result, reducing staff costs.

**Weaknesses** - Unwillingness to pay money to a third-party organization; - The complexity of measuring the result (quality of work performed).

**Opportunities** - Improving the quality of staff as a result of using the experience of specialized outsourcing companies.

**Threats** - Concerns about information leaks to competitors; - The outsourcing company does not have in-depth knowledge of the specifics of a particular business.

**Advantages and disadvantages of recruitment outsourcing**

**Benefits** -personnel recruitment techniques and technologies;

personnel reserve;

competitive selection;

**Disadvantages** - not always the emergence of understanding the recruitment agency of the corresponding portrait of the candidate;

high cost of services.

From table above it can be seen that there are clear advantages of outsourcing recruitment and they prevail over disadvantages. At the same time, the most negative for the company is: the occurrence of a misunderstanding by the recruitment agency of a particular portrait of a candidate who meets the requirements of the client company. However, in order to have a clearer understanding of the advantages and disadvantages of outsourcing recruitment, it is necessary to compare it with internal selection, it is with a comprehensive analysis that you will be able to see a complete picture of the comparison.

Outsourcing recruitment with obvious benefits has some disadvantages. Despite the fact that the customer, according to the contract, should get the final result with the specified quality, there is always the likelihood of poor-quality work. Therefore, the service provider must be chosen very carefully. Another disadvantage - important, but not particularly relevant for most companies - is the leakage of classified information and personal data (customer base, recipes, formulas and technologies). Of the above, perhaps the most pressing risk is the theft of a customer base that competitors can access.

**2 Case Studies (Introduction)**

This chapter researches key achievement factors in logistics outsourcing. A model is utilized to represent outsourcing connections and afterward connected to three precedents from the logistics segment. The model is introduced as an instrument which can assist supervisors with minimizing the opportunity of disappointment by expressly tending to key issues before the execution of an association. So as to completely catch the multifaceted nature of the outsourcing process, the model is refined by the investigation of usage of outsourcing strategy and the examination of the nearness of outsourcing legends for each situation. We find that the execution of outsourcing approach is basic to effective outsourcing. Generally speaking, we find that the primary regular variables prompting logistics outsourcing achievement, after the correct outsider specialist organization has been chosen, are improved administration levels and business suitability for the two gatherings, joint vision and destinations of the association, clear jobs, top administration duty and backing, correspondence and trust. The aftereffects of the case investigation shed light on what is the way to an effective outsourcing relationship and demonstrate how the engineering of logistics outsourcing can be dissected and improved.

In global economy, each organization must contend with client decisions originating from all over and anyplace. The absolute most noticeable aftereffect of this hyper-focused condition is quick commoditization. Development and gainfulness are normal and expanded investor esteem is requested. Making the best choice is ending up more significant than doing everything. Along these lines, associations are ending up better engaged and progressively particular. They assess every movement to deflect mine if and how it gives a one of a kind focused advantage. The territories that give preference are probably going to get expanded inner in-vestment, while those that don't are probably going to be either wiped out totally or put in rivalry with a regularly extending commercial center of outside specialist organizations, that is, they are considered for outsourcing. Air conditioning cording to Corbett, outsourcing is an administration instrument which is utilized to move an association far from the conventional vertically incorporated, self-suﬃcient structure; one that is progressively ineﬀective in the present hyper-aggressive, execution driven condition. Through outsourcing, the association advances toward a business structure where it can make increasingly centered interests in the zones that give its exceptional upper hand.

Logistics outsourcing is one of the quickest developing zones. The quantity of outsourcing organizations and logistics specialist organizations has expanded drastically and rivalry has increased. Both, outsourcing organizations and specialist organizations, face incredible difficulties in their outsourcing adventure. A superior comprehension of progress and disappointment factors and the worries included is required so that outsourcing organizations can exploit the outsourcing opportunity. Since the mid 1990s, there has been a critical increment in the quantity of associations that have chosen to outsource all or a few parts of their logistics work. Accordingly, investigation into logistics outsourcing has additionally expanded. A cautious survey of existing writing uncovers a crisscross among hypothesis and practice in outsourcing. On the whole, these examinations recommend that outsourcing organizations should take incredible consideration in what, how and whom they outsource a movement. Such research papers have impediments and are not valuable to everybody, as associations have their very own remarkable conditions. There is a need to pick up understanding into the key achievement elements to logistics outsourcing with the goal that others can gain from their encounters.

Diﬀerent creators attribute unique significance to key achievement factors. Fruitful out-sourcing does not relate just to monetary and business objectives. As out-sourcing may have impressive effect on an organization's intensity after some time, it is a complete vision of dealing with the relationship that requests cautious thought. Without a comprehension of diﬀerent members' points of view on those included and aﬀected all the while, estimating the achievement of outsourcing is beyond the realm of imagination. Moreover, out-sourcing organizations need applied instruments to assess their outsourcing case so as to comprehend which key achievement factors must be considered for their outsourcing opportunity, particularly amid the readiness stage.

Along these lines, this paper looks to advance this exploration by inspecting the manners by which the recognizable proof of key achievement factors in outsourcing happens. The substance of the examination gives a concise depiction of outsourcing and logistics outsourcing. The writing significant to outsourcing is then explored. A lot of outsourcing key achievement factors that are considered by diﬀerent creators are proposed and an 'Organization Model' is utilized to show factors which should be available in outsourcing connections. Three contextual investigations precedents from the logistics business are utilized to demonstrate the utilization of the 'Organization Model.' This incorporates a talk of how outsourcing organizations may better characterize and create fruitful logistics outsourcing connections.

**2.1 Hypothesis and theory**

It is critical to comprehend why some logistics outsourcing connection ships function admirably and why others fall flat. A cautious audit of existing writing uncovers a mismatch among hypothesis and practice in outsourcing. So as to help limit the opportunity of disappointment in a outsourcing relationship, the 'Association Model' was created. While this model can't ensure that all accomplice ships are fruitful, it can fill in as an integral asset for logistics chiefs to create and keep up successful connections. Different creators have proposed the execution of 'The Seven Steps to Successful Outsourcing.' Methodology, which, as they would like to think, is basic to effective outsourcing (Planning Initiatives, Exploring Strategic Implications, Analyzing Cost/Performance, Selecting Providers, Negotiating Terms, Transitioning assets, Managing connections). Others express that outsourcing organizations ought to streamline activities and fix the issues before outsourcing the procedure. They ought not to exchange key workers to the seller. It is additionally significant that they deal with the relationship, plan sufficiently for the co-the executives’ procedure and build up control focuses.

Rosenthal found that logistics specialist co-ops are frequently too inflexible with regards to change. They don't put enough accentuation on valuing procedures and they need to figure out how to construct collusions and be forthcoming about them. They put an excess of spotlight on administration levels and insufficient on technique. Reagan and Chauanxu encourage outsourcing organizations to focus on recognizing concealed dangers and preventive measures. Preventive measures can help assemble fruitful logistics out-sourcing organizations. Diﬀerent potential dangers in outsider logistics can result in ineﬃcient the board, loss of interior logistics the board ability, idle data asymmetry, decreased contact with the last client, loss of logistics inventive limit, shrouded costs, coordination costs, reliance on the outsider logistics supplier, loss of command over the outsider logistics supplier, issues of assessing and observing supplier execution and clashes of culture.

Mayer Brown characterizes various key variables for client accomplishment in outsourcing. Those elements are: top administration duty and backing, the correct individuals on the outsourcing group, clear destinations, completely characterized extension, set up money related pattern, objective procedure, the correct merchant determination, a concurred contract and meaning of outsourced administrations, acknowledgment of duties, dealing with the change stage as an undertaking, keeping up focused weight, transparent data stream, backing and regard to people and self-improvement open doors for any staﬀ who exchange, improved administration levels and business practicality for the two gatherings. While the KPMG ponder distinguished the most significant factor for accomplishment of the association as improved administration levels, the second and third most significant achievement factors are backing and duty from top administration and an agreement determining obligations and concession to key execution pointers. Gartner sourcing specialists Cohen and Young contend that yesterday's impromptu sourcing methodologies are ineﬀective in the present complex world. They have presented another operational model called 'Multi-sourcing,' a model in which inside and remotely conveyed administrations are mixed flawlessly, represented intently, and assessed constantly for eﬀectiveness and eﬃciency. They express that the foundation of the separation among hypothesis and practice in outsourcing can be followed to eight fantasies that infest current outsourcing the board approaches: the fantasy of sourcing freedom, the legend of administration self-governance, the fantasy of economies of scale, the fantasy of self-administration, the fantasy of the foe, the legend of acquirement, the fantasy of the relentless state, and the fantasy of sourcing competency. Moving past outsourcing to multisourcing requires dispersing these fantasies and adopting another strategy to all sourcing activities and activities.

Altogether, these examinations propose that outsourcing organizations should take incredible consideration in what, how and whom they outsource an action. As outsourcing may have significant effect on an organization's aggressiveness after some time, it is a far reaching vision of dealing with the relationship that requests cautious thought. The main basic advance is the means by which to choose the outsider logistics supplier (how to outsource logistics specialist organizations). In view of Aghazadeh's view there are five stages of the logistics outsourcing process (Making the Decision, Evaluating the Operations and Developing Criteria and Objective, Making the List and Sending Letters, Consideration and Selection, Beginning the New Partnership), while Greaver proposes seven stages of the logistics out-sourcing process. The quantity of outsourcing steps isn't as significant as their technique. Thusly, we propose the accompanying speculation:

**Hypothesis 1)** The implementation of outsourcing methodology is basic to fruitful outsourcing.

The second factor which causes organizations to be effective in outsourcing is to know the key achievement or the executives methods to work the outsourcing effectively and keep up that achievement. Supervisors need an orderly, replicable strategy for association advancement and execution. Lambert, Emmelhainz and Gardner built up the 'Organization Model,' which gives unequivocal strategies to managing issues that may prompt association disappointment. The examination and exchange of drivers and facilitators incredibly limits the probability of confounded recognition between the gatherings. A comprehension of the drivers guarantees that the two associations need to profit by the organization and that every recognize what is persuading the other. The investigation of facilitators distinguishes potential clashes between the two associations.

The model has three noteworthy components: drivers, facilitators, and the board segments. Drivers are convincing motivations to accomplice. They are key advantages that will come about because of reinforcing a relationship: resource/cost eﬃciencies, improved client administration, promoting preferred standpoint, and benefit/development steadiness. All together for an organization to succeed, each gathering must have suﬃcient drivers, however not all should be available. The drivers don't should be the equivalent for each gathering. In the event that the two gatherings don't see and don't have a practical shot of acquiring critical advantages from the relationship, at that point it will fizzle. In utilizing the model, each gathering should first freely decide its own drivers. A joint session is then held at which the gatherings share their normal drivers; this adjusts desires and recognizes potential clashes in wanted advantages from the organizations. Facilitators give a steady situation to development and upkeep of a relationship. The four essential facilitators in each relationship are corporate similarity, comparable administrative reasoning and procedures, commonality, and symmetry. Five extra facilitators exist that can't be normal in each relationship however when present will fortify it. These circumstances or explicit facilitators are eliteness, shared contenders, physical vicinity, an earlier history of cooperating, and a mutual end client. Facilitators mirror the level of similarity between the two firms and demonstrate the probability of organization achievement. Facilitators ought to be surveyed together by the two gatherings, since this estimates the similarity of the conditions of the two associations. Inside the organization setting, there can be a changing level of reconciliation. The joined quality of drivers and facilitators discourage mines the potential for organization mix. While the dimension of drivers and facilitators decides the most proper level of coordination, regardless of whether that combination is accomplished relies on the board segments. Drivers and facilitators just build up the potential for a relationship; the board segments decide how it is accomplished. Indeed, even with solid drivers and facilitators, an organization in any case can come up short if the parts are not actualized properly. The manner by which they are instituted and oversaw will decide how the organization works. The executives segments are joint exercises and procedures used to assemble and support an organization (arranging, joint working controls, correspondence, risk/reward sharing, trust and responsibility, contract style, scope and monetary investment).

In the event that fittingly settled and eﬀectively dealt with, an organization ought to improve execution for the two gatherings. Results incorporate benefit upgrade, process enhancements, and expanded upper hand. The results accomplished by each gathering ought to mirror the drivers that spurred the advancement of the association. Consequently, it is critical to set up explicit focuses for every driver. In this way, we propose the accompanying theory:

**Hypothesis 2a:** The examination and talk of drivers and facilitators before the formalization of the association extraordinarily limits the probability of crisscrossed discernments between the gatherings.

Gartner sourcing specialists Cohen and Young (2006) contend that impromptu sourcing methodologies are ineﬀective in the present complex world. Another operational model-multisourcing-is presented as a model in which inside and remotely conveyed administrations are mixed consistently, represented intently, and assessed constantly for eﬀectiveness and eﬃciency. So as to guarantee the achievement of outsourcing activities, associations need to receive a progressively comprehensive and key way to deal with sourcing all in all. Another methodology necessitates that the choice of the 'right' hotspots for business administrations – regardless of whether inner or outer – be a necessary piece of the endeavor procedure. It requires recognizing the ideal business results and making contracts, connections, estimation, and administration that help and empower those results. As per them, associations and administrators unfathomably belittle the multifaceted nature of overseeing and coordinating various outsources. Habitual outsourcing and outsourcing for cost reasons without an incorporated arranging methodology and progressing the board has veiled the quickly changing intricacy of the administrations outsourcing world. Outsourcing organizations are endeavoring to institutionalize their administrations with the goal that these organizations also can develop quickly while monitoring costs. This has regularly made immense pressures between the desires for administration beneficiaries and the requirements of specialist co-ops.

The encounters of numerous organizations demonstrate that the present condition of riotous and urgent outsourcing makes the same number of difficulties as it explains. What's more, the issues are all the more regularly not with the outside supplier; they exist in the association itself and in the weaknesses of their sourcing rehearses: miscommunication, misalignment, poor administration, and an absence of facilitated the executives. The base of the detachment among hypothesis and practice in outsourcing can be followed to the accompanying eight legends that swarm current outsourcing the board approaches: The fantasy of (1) sourcing freedom; (2) administration self-sufficiency; (3) economies of scale; (4) self-administration; (5) the adversary; (6) obtainment; (7) relentless state; and (8) the fantasy of sourcing competency. Consequently, we propose the accompanying theory:

**Hypothesis 2b:** Successful outsourcing requires scattering outsourcing legends.

Some key achievement factors are recognized in connection to the particular out-sourcing circumstance, while others are normal for all conditions. Air conditioning cording to diﬀerent creators , the keys for accomplishment in logistics outsourcing in the wake of choosing the third specialist co-op are trust, execution assessment, sharing data and correspondence, top administration support, clear objective, vision and jobs.

Trust is the first and a standout amongst the most huge variables for prevailing with regards to outsourcing logistics as the organizations need to share data, advantages, and dangers with one another (Tate 1996). In light of trust, the logistics organization picks up an opportunity to improve its administration level and build up the relationship for a more drawn out timeframe, particularly vital collusion and 4pl. Execution estimation is one of the central point to quantify the achievement and keep up the accomplishment in the wake of outsourcing begins; this factor is additionally among the best five key achievement factors distinguished in the KPMG consider (2000). Organizations outsource logistics administrations to improve their activities and administration or to decrease the expense. In the event that the execution isn't fulfilled, the outsourcing can be stopped or fizzles in light of the fact that the target of outsourcing isn't accomplished. To keep up the coalition and prevail in the long haul, it is important to gauge or assess the execution normally . Sharing data and correspondence use the eﬃciency and eﬀectiveness in logistics outsourcing on the grounds that the two accomplices realize what they need and give the important data. Absence of data and correspondence can fizzle the outsourcing particularly in vital coalition . Top administration can help the staﬀ to beat starting obstruction by recognizing the solid objective and oﬀering support. Absence of help from top administration will dishearten the operational dimension's choice in the executives, sharing data, and correspondence . As indicated by the KPMG consider (2000), backing and responsibility from top administration is the second most significant achievement factor. Top administration duty and backing is viewed as significant, since they can make the essential assets and assets accessible for the task just as give key bearing and oﬀer answers for conquering snags. The objective, vision and jobs are required to avoid disarray among staﬀ and associations . Contract determining obligations are the third significant achievement factor as indicated by the KPMG think about (2000). An agreement is seen as a triumph factor, as it determines expenses and obligations and gives rules to the execution of the organization just as the goals of issues. In addition, other key achievement components can be relationship duty (Moore 1998; Tate 1996), sharing advantages and dangers , and so forth. The two sides may need to receive these issues in their contemplations or improved administration level (KPMG 2000).

Notwithstanding the previously mentioned achievement factors, we can include some others because of possess understanding and writing audit:

• Rational process;

• The perfect individuals on the outsourcing group;

• Managing the change stage as an undertaking;

• Fully characterized extension;

• Established money related gauge;

• Maintaining focused weight (the choice to move to another supplier at sensible expense and hazard, the capacity to require a supplier to oﬀer showcase esteem costs and terms);

• Frank, transparent data stream (correspondence);

• Commercial reasonability for the two gatherings.

It tends to be reasoned that, as per diﬀerent look into concentrates on logistics outsourcing, the theory of this investigation is that a few variables prompting outsourcing association achievement are normal for all conditions, while other key achievement factors are identified with the particular out-sourcing circumstance for each situation. We propose the accompanying theory that is legitimately identified with logistics outsourcing:

**Hypothesis 3**: The principle regular elements prompting logistics outsourcing achievement (after the correct outsider specialist organization is chosen) are: improved administration levels and business suitability for the two gatherings, joint vision and destinations of the association, clear jobs (contract determining obligations and concession to key execution markers), top administration duty and backing, correspondence (transparent data stream) and trust.

**Methodology**

Procedure

Contextual analyses are generally utilized in authoritative and over the sociologies, for instance, in human science, hierarchical brain research, work relations, political theory. There are a few proposals that the contextual investigation strategy is progressively being utilized. There is developing trust for the situation ponder as a thorough research technique in its own right.

This exploratory investigation used the contextual analysis technique to build up a comprehension of a fruitful outsourcing relationship and demonstrate how

the design of logistics outsourcing can be examined and improved. Most investigations on logistics outsourcing have been led utilizing reviews, a philosophy that looks to get speculations about a particular populace. By leading three exploratory contextual analyses, the specialists looked to increase further knowledge into logistics outsourcing connections in a given setting. The relationship of each case was accepted to be novel, in light of the setting of each accomplice in the particular case. Contextual investigation as an examination strategy was chosen to build up a comprehension of the subtleties of a specific factor from the perspective of the members by utilizing various wellsprings of information.

The accentuation of the exploration work was put on understanding procedures inside the hierarchical and the relationship settings. Consequently, we endeavored to discover run of the mill medium to expansive size associations in diﬀerent ventures so as to display the complexity between the picked cases.

We have contemplated a mix of increasingly customary firms and firms working globally. Each of the three instances of logistics specialist co-ops created from being cargo forwarders and transport organizations, entering the field from a progressively customary and institutionalized trans-port firm point of view. In any case, they diﬀer extensively in size and kind of assets. In each of the three cases, the logistics specialist organizations are logistics administration integrators and all things considered have an administration engineer point of view. In this regard, the three models represent diﬀerent kinds of logistics firms.

As indicated by research criteria, medium to substantial size outsourcing and logistics specialist organizations working universally in diﬀerent enterprises fit the criteria for research. The cases picked are proper for this investigation since they oﬀered an examination of procedures identified with out-sourcing as a piece of the logistics work, and on the grounds that the administration of outsourcing organizations and logistics specialist organizations were eager to reveal their outsourcing connections.

Three contextual analyses were chosen subjectively inside Slovenian expansive assembling organizations to check the proposed speculation. The organizations were send out arranged, had higher esteem included per worker than normal in industry and a vast system of subcontractors, which empowered us to investigate the chose relationship. Following is a description of each chosen organization and their association with the outsourced logistics specialist organization.

**Case 1 description**. Outsourcing Company 1/Logistics Service Provider 1: The center business of the Outsourcing Company 1 (oc1) is the generation and offers of vast family unit apparatuses. The organization is one of the eight biggest producers of family apparatuses in Europe. Logistics Service Provider 1 (lsp1) is a Denmark based logistics organization spend significant time in the vehicle of bundles as opposed to mass products. The organization has a few appropriation terminals situated all through Denmark and works its very own trucks. Client administration and aggressive costs had be-come a key focused diﬀerentiator, and lsp1 clear chance to pick up leverage by giving a superior administration at aggressive costs to outside makers and shippers of family machines, for example, oc1. The connection somewhere in the range of oc1 and lsp1 is one of the associations with outsiders for warehousing and conveyance of oc1 machines to all retailers (clients) of oc1 in Denmark. lsp1 is a strategic organization in Denmark that oﬀers logistics administrations (warehousing and transportation) to a few makers/merchants of family unit machines in Denmark. In the broke down case, the logistics organization lsp1 gives transportation of products and capacity administrations for two Italian, one French and one Slovene maker of family unit apparatuses. The transportation of merchandise is typically executed for all makers at the same time on a similar transport course, as the supply is being conveyed to the end clients, who are essentially the equivalent for every one of the makers (retailers-circulation focuses). Both oc1 and lsp1 got various positive results from this relationship. For oc1 there has been noteworthy improvement in client administration levels. oc1 clients announced fulfillment. For lsp1 the most critical results have been benefit strength and an upper hand.

**Case 2 description**. Outsourcing Company 2/Logistics Service Provider 2: Outsourcing Company 2 (oc2) is a piece of an outstanding French vehicle producer and goes about as a retail deals outlet in Slovenia. Logistics Service Provider 2 (lsp2) is a prime contractual worker oﬀering logistics administrations to the entire association (parent organization) and to the market on the loose. lsp2 is a solitary supplier that oversees administration conveyance to the parent organization. It is an outside specialist organization that conveys a lot of administrations by connecting with other specialist co-ops to give top tier capacities. lsp2 is one of Europe's driving logistics gatherings and one of the main ten in the overall logistics industry. lsp2 drew in 'lsp2 subcontractor,' which is a globally dynamic privately-run company, whose center administration is vehicle logistics. The organization represents considerable authority in the readiness and appropriation of completed vehicles from creation to conveyance to the seller. Inside 50 years, lsp2 subcontractor formed into a universal expert in the field of vehicle outbound logistics. Discharging Agent obligations are one of the principle mainstays of the lsp2 subcontractor's global scope of administrations, notwithstanding vehicle transportation and an incredible assortment of Pre-Delivery Services. lsp2 subcontractor does the oc2 vehicle conveyance from the fundamental branch in France to its wholesalers in Slovenia. This administration incorporates the gathering of vehicles from the principle branch. The legally binding limit incorporates vehicle examination (location of dam-age – visual review); transportation of vehicles to the stockroom in Slovenia; stockpiling of vehicles in lsp2 subcontractor's stockroom; fix of potential minor transportation harm; vehicle change from pri-vate vehicles to load bearers (inferable from tax reductions); and dispersion (transport) of vehicles to approved vendors. The full degree of these administrations has been done since 2005 by lsp2, the approved organization for the association and transportation of vehicles for the oc2 parent gathering. The two organizations (and subcontractor) advantage from this business relationship. oc2 improved its administration level for clients and the recovery sum declined. lsp2 subcontractor net revenue expanded just as their working reach and dependability, as did their aggressive position in the market with the joining of extra administrations for their customers.

**Case 3 description.** Outsourcing Company 3/Logistics Service Provider 3: Outsourcing Company 3 (oc3) has been fabricating stone fleece warm protection and has over 30 years of custom in the assembling of sealants. The organization gains in excess of 70 percent of its turnover in Western European markets. Logistics Service Provider 3 (lsp3) oﬀers clients an assortment of logistics arrangements in the zone of mainland, ocean and air transport, in terminal administrations and in traditions broking. They compose way to-entryway transport, expedited service and messenger administrations, warehousing and dispersion. They additionally oﬀer deliver ping office administrations and fringe dispatch in their range. oc3 is a fruitful player in progressively complex logistics ventures and the acknowledgment of whole logistics administrations logistics outsourcing. lsp3 has been given the undertaking of going about as a logistics specialist organization to play out the association and transportation required by oc3. lsp3 accepted authority over the accompanying exercises in the oc3 logistics process: the enrollment of requests and coordination with the business/buy branch of oc3; the choice of transporting specialists and transportation strategies; and the execution of transportation in sync with the given attitude. Notwithstanding lsp3 improved dimension of administrations and transport streamlining, oc3 assessed their business association with lsp3 as monetarily unsound and ended the agreement, so this case is an instance of outsourcing failure.

**Data Collection and Analysis**

The study in this paper depends on semi-organized meetings (all face to face) with purchasers and providers of logistics benefits in Slovenia. The decision of semi-organized meetings was intentional since open-finished inquiries enable interviewees to build up their perspectives and thoughts and furthermore lead to the recognizable proof of unexpected research measurements. The picked plan empowered the scientists to gather top to bottom data on purchasers and providers' recognitions and concerns with respect to logistics outsourcing. The meetings were led in 2006 over a time of a half year.

Meetings with logistics and store network chiefs/directors of 3 organizations (6 interviews, 3 hours every), all working in Slovenia, were led. A meeting guide was created with the motivation behind investigating various topics recognized in the writing. Logical data was accumulated with respect to key achievement and disappointment factors, explicit variables identifying with each outsourcing case and data in regards to drivers, facilitators, the board parts and nearness of outsourcing fantasies. Contextual analyses were broke down by applying the 'Organization model' to the connection between three outsourcing and logistics specialist co-ops. Each contextual analysis was investigated with respect to the utilization of suitable outsourcing strategy as indicated by Greaver and to Cohen and Young when creating and executing the out-sourcing relationship. Furthermore, each case was analyzed as far as conceivable outsourcing fantasies (Cohen and Young 2006). The determination of inquiries presented to chiefs of the outsourcing organizations and logistics specialist co-op firms included 21 open inquiries (indicated in the Appendix), which had recently been utilized by different analysts in the 2000 KPMG study and research think about .

Discoveries

Our first speculation was that the usage of outsourcing system is basic to effective outsourcing. It was discovered that in two connections (Case 1 and 2), supervisors had been utilizing outsourcing approach, however not every single fundamental advance were created and additionally actualized. In Case 3, which is a disappointment, basic components in the outsourcing procedure were missing, for example, set up benchmark, sourcing administration models,

assessment model and scoring framework, correspondence plan, changing arrangement and estimation of advancement.

Organizations that enter outsourcing contracts must have a lucid arrangement for the progressing the board of the relationship and the administrations that are given. It is apparent that oc3 did not build up any arrangement. So as to guarantee achievement, outsourcing organizations need required administration abilities in house to play out all means as per outsourcing philosophy. In this way, we can reason that the principal theory, that the usage of outsourcing procedure is basic to fruitful outsourcing, can be bolstered.

Speculation h2 recommended that the earlier examination and dialog (of drives and facilitators) to the formalization of the association is basic and improves the probability of the outsourcing achievement. We have discovered that the association reasons are well-characterized in each of the three cases, while the accomplices understood their organization drivers in two cases just, which is the reason they were effective. In the third case, the outsourcing organization did not encounter the full advantage and consequently the relationship was not effective. Facilitators were available in Cases 1 and 2, guaranteeing an appropriate development condition for the association. In Case 3, facilitators were not as unmistakable as in the other two cases. The board segments as joint arranging and joint working controls were perceived in two effective cases as the key component of fruitful association.

Great correspondence was noted among the accomplices in Case 2. In Case 3, one could recognize a two-way staggered correspondence, in any case, it was not adjusted. In Case 3, execution measures were not talked about, settled upon or reasonably characterized. This was likewise the explanation behind inadmissible proving of transport costs. In Case 3, the accompanying components of a fruitful association were particularly inadequate with regards to: disappointment of money related desires to emerge, a concurrence on key execution markers, correspondence, absence of trust and absence of top administration duty. The connection between oc3/lsp3 experienced an absence of top administration support. This purpose behind disappointment could have been dispensed with amid the stage where the two gatherings characterized fluctuated variables to encourage the organization. The oﬃcial explanation behind their agreement end was the expansion in transportation costs, which was denied by lsp3. If the two organizations had appropriately characterized their degree of commonality, trust and responsibility, they would have gone to a course of action over their difference and kept up their working relationship. This supports the speculation that organizations which utilize a technique for association advancement and usage have a superior possibility for progress. It is apparent that in the two situations where drivers for joining forces were accomplished connections are fruitful, though in the bombed third case, drivers and facilitators were not legitimately talked about and the executives parts were not actualized.

The proof of the fantasy of self-administration and the legend of sourcing competency was found in every one of the three cases. In Case 3, the board had entered the outsourcing contract with no arrangement for the progressing the board and the relationship. With respect to the fantasy of sourcing competency, in all the three cases the administration trusted that they previously had the required administration capabilities in house to play out the fundamental administration. Lamentably, these organizations did not perceive that overseeing outer administrations requires diﬀerent capabilities than dealing with the equivalent inside gave administrations.

The case examination discoveries affirm that the accomplishment of logistics out-sourcing understandings depends vigorously upon the administration aptitudes (interior capacity to deal with the outsourcing process) of the organizations drawing in the administrations of outsider logistics suppliers. Since a large portion of the fantasies of outsourcing were clear, and some of them additionally brought down the potential accomplishment of the outsourcing organization, our discoveries likewise offer help to Hypothesis h2b.

Additionally, we have discovered help for the third speculation, since in Cases 1 and 2 most achievement factors for calculated outsourcing achievement were distinguished, while in Case 3 the accompanying components of a fruitful accomplice send were particularly deficient with regards to: disappointment of money related desires to appear, a concurrence on key execution pointers, correspondence, absence of trust and absence of top administration duty.

It is basic that all gatherings see each other's desires, and that there is a strong legally binding premise on which to work with the new accomplice. It is basic to deal with the relationship, which implies dealing with the agreement, estimating execution, gathering the administration level cred-its, paying the bills, managing question, raising serious issues, and ensuring the logistics specialist organization gives the assets that it guaranteed to give. Disappointment in outsourcing is only occasionally brought about by the failure to perform. Or maybe, poor relationship the board causes a bungle in results and desires. This causes a breakdown in interchanges, which prompts disappointment or a powerlessness to perceive a social hole. Transparent correspondence runs connected at the hip with common trust and acknowledged duty. In Case 3, the outsourcing organization additionally confronted the disappointment of money related desires to emerge.

Notwithstanding normal variables prompting logistics outsourcing achievement, some particular key achievement factors have been found for each situation. For example, Case 1 and 2 organizations delighted in the advantages of economies of scale as they enabled overhauling suppliers to give institutionalized administrations. Moreover, we have observed that each case should be analyzed cautiously to comprehend the genuine explanations behind outsourcing achievement, the significance of every achievement factor and the significance of explicit key achievement factors important for each case.

**2.2 Real Cases**

At the moment, Azerbaijan has already developed a certain understanding of what outsourcing is. But this, in turn, gave rise to many irregular stereotypes. Not all companies understand that outsourcing is not hiring employees “from the outside,” this is full-fledged cooperation in a particular area. With the help of outsourcing it’s easier to increase capacity and increase market share. An outsourcing company provides support and full service to a specific process, which means that the client company is easier to focus on development. Some large companies have already appreciated the advantages of outsourcing and cooperation with Express Business Resource.

Currently, many world leaders in various industries use the services of outsourcing companies.

The progenitor of industrial outsourcing can be called Henry Ford. He was one of the first to understand that no firm can be self-sufficient. The head of the car company sought to personally control all stages of production, but soon he was faced with exorbitant costs, which were spent on servicing all areas of the company. Then he turned for help to independent companies that had undertaken some of the tasks. Now the Ford company independently produces only 30% of components, the rest of the production is outsourced.

Another giant who knows firsthand about the benefits of outsourcing is IKEA. IKEA has practically no own production; instead, it cooperates with 2500 suppliers that have been proven over the years. IKEA's logistic functions are also delegated to a third-party organization. It turns out that IKEA directs all its resources to the organization of the retail business, while the rest of the services and business infrastructure are outsourced.

At the beginning of the 1990s, Kodak decided that high-tech leadership was not its strategic goal. She handed over all IT directions to outsourcing to IBM, which was just trying to gain leadership in this segment. The perfect example of mutually beneficial outsourcing.

Another large company NOKIA (Nokia) has completely outsourced maintenance and uses IT-outsourcing companies, which allows the company to reduce costs. Nokia also outsourced its call-center services, which allowed the company to focus on core production and marketing, as well as on creating a new product.

Prospects for the development of outsourcing market.

 In general, outsourcing is a lucrative deal for many companies that do not have enough resources for total control of all stages and processes of production. World statistics confirms this. The American Management Association conducted a survey of 600 firms. It turned out that 20% of them had already outsourced some financial transactions, and 80% had administrative functions. Such statistics gives the right to assume that an increasing number of companies will look closely at the possibility of using outsourcing.

**2.3 Outsourcing in Azerbaijan**

This chapter was led so as to recognize the viable factors on effective outsourcing in the East Azerbaijan Water and Sewage Firm. The factual populace comprises of 300 troughs, specialists, instructors and contractual workers of East Azerbaijan Water and Sewage Firm that they work in the needy offices. Entire factual populace was utilized as the examination test. The information were gathered by the creator made poll and the substance and ostensible legitimacy of the survey was affirmed by the specialists and its unwavering quality was estimated by Cronbach alpha coefficient with the goal that the coefficient was gotten for all factors higher than 0.7. The information was dissected by logical factorial examination and Freedman test utilizing programming SPSS16. The aftereffects of the logical factorial investigation demonstrated that the powerful factors on fruitful outsourcing in the East Azerbaijan Water and Sewage Firm are most critical to least significant the procedure the board, supervision and assessment, human power support, learning exchange and correspondence the executives. The aftereffects of Freedman positioning demonstrated that learning exchange has the most noteworthy evaluation and supervision and assessment, process the executives, human force backing and correspondence the board are the following successful things individually.

All Since industrial revolution the organizations have endeavored to improve their upper hands for increment of productivity and the piece of the overall industry. The model and the vision ruled on the businesses after World War II was a major coordinated firm that possessed its advantages and furthermore oversaw and controlled the exercises. In that period, diverse researchers like Marquez, Kinez and et al underscored on the celebrated administrators like Henry Ford and huge businesses financial execution positive angles and large scale manufacturing and convinced the troughs to coordinated and joined joint effort in all viewpoints. Hence, in 1950s and 1960sthe regular vision was enhancement of the items and extension of the organizations and so on. Broadening of the items drove them to be cheerful on conservation of their benefit. Around then, development of the administration was essential. The organizations under the aggressive conditions for general markets in 1970 reasoned that they need readiness to intensity and they experience with expanded administration structure. It was inferred that the firm system ought to be inversed and for increment of adaptability the organizations should focus on the constrained exercises. In the third thousand years the organizations found that they ought to outsource the exercises that they can't do them. As Walsh recommended in spite of the fact that outsourcing has substantial and elusive favorable circumstances for associations yet way of usage is one of the key issues in the executives of associations. The fruitful outsourcing requires ID of the preventive and dynamic elements. In this way, it is important to focus on explicit conditions. Any association has explicit conditions. Accordingly any association needs to assess outsourcing technique in unique conditions.

Execution of outsourcing is an unpredictable procedure and despite the exertion of the researchers for illumination the obscure viewpoints require to reinvestigation. One of these obscure perspectives is absence of local model for fruitful administrations outsourcing. While, there are huge scholastic investigates on outsourcing underway extension . Sadly, there are constrained scholarly examinations for this situation. Be that as it may, it is important to offer models dependent on the looks into with higher qualification for assurance of the nation local conditions. Thus, this examination intends to recognize the compelling variables on outsourcing in East Azerbaijan Water and Sewage Firm. Presently, because of violent condition and increment of rivalry the authoritative frameworks need to utilize outsourcing and local assets procedures extensively. Concentrate on the powerful factors, for example, outsourcing is fundamental so as to utilize legitimate administrative course of action and it portrays need to investigate on effective outsourcing plans.

Outsourcing is basic leadership for giving things and administrations out of the association. Outsourcing methods contract with providers and utilizing new ways for solid supply and offering administrations joined by information, experience and innovativeness of the new suppliers. Outsourcing is contract between two associations for offering administration and items. There is a contrast between endeavors or venture since enhancement from provider to customer is one way process. Outsourcing is a ground-breaking and adaptable methodology that the chiefs utilize it for coming to the key and strategy objectives. Surely, it is a sort of administration offering by the remote contractual workers. Outsourcing has contemplated by a few scientists and they concentrated on the decrease of operational const. Lately, outsourcing has passed its dynamic pattern from conventional to vital focuses. It is viewed as customary when a movement is anything but a key activity for an association yet key outsourcing is done when associations outsource a portion of their exercises that they could get exceptional aggressive position. For start of outsourcing an association should gauge its exercises for assessment of the encounters in such manner. Outsourcing without assessment of activities and unimportant contracting will prompt loss of control of value and administration levels, decrease of data security and shortcoming of stuff. Outsourcing comprises of three components:

1- employer: business is a lawful and genuine substance that exchanges the particular activity to other people (temporary worker).

2- contractor: contractual worker is a lawful and genuine substance that is in charge of execution of the agreement things until end of the agreement.

3- contract: it is a legitimate connection among boss and temporary worker that is brings commitment for both parties.

In outsourcing a progression of explicit exercises is rebuilt with assets outside of the association with specific capacities. While, contracting is a piece of association exercises that it is finished by the temporary worker and the structure isn't reshaped. A temporary worker signs contract for one or a few ventures and the association does not change and no participatory relationship is set up with the contractual worker. While, in outsourcing the procedure is possessed by other develop and a participatory relationship is set up and as it were, two-sided relationship is given dependent on.

**2.4 Top 10 countries for Outsourcing Business**

**1)** India is the most well known nation for outsourcing. This is the reason it has turned out to be typical to hear somebody who has an Indian articulation, while you are endeavoring to actuate your new iPhone. Organizations over the world are connecting with India on the grounds that their way of life is brimming with smart, productive, and dedicated people. The main thing that is a genuine downside is the nation's condition. The weakest side of this nation is their political condition. The administration is driven by a president whom is autonomous of his lawmaking body. Also, the nation has the second most elevated populace on the planet beside China. These two components can at some point neutralize one another, in this way making a temperamental situation.

**2)** China is a nation that is as yet changing in accordance with the world's economy since it chose to start to enter worldwide business 21 years back. Known for having the biggest crowded, China has over 1.3 billion buyers in its market. Makers and retailers all through the world hopped for euphoria when they found the open door that is - China. This nation is a key player in the worldwide outsourcing industry and plans to take a critical portion of India's outsourcing income later on.

**3)** Too many outsourcing amateurs, Malaysia is a piece of the main three worldwide pioneers. Its anticipated net-esteem for the 2013 monetary year is said to be near $1.9 billion dollars. Known for its practical and esteem arranged administrations, Malaysia will almost certainly remain a key contender among it's BPO (Business Process Outsourcing), SI (Systems Integration), and IT counseling fragments. In contrast to China and India, Malaysia has low relationship building abilities, which bring down its engaging quality.

**4)** Thailand is an extremely famous outsourcing nation since it has been regarded to be a standout amongst the most monetarily appealing nations on the planet. Its low expenses and significant yields tempt business experts around the globe to put into this beneficial nation. Be that as it may, the nation's ruin is its political foundation. Thailand needs specialists who are inventive, keen, and firm to whatever venture gets tossed at them. Many see the issue to originate from its poor administration and political choices. An extraordinary method to comprehend this nation is by seeing what's happening outside of business. For some experts who are dubious, a visit will give all that anyone could need for a business-expert to settle on a choice.

**5)** Brazil is an exceptionally adjusted nation with regards to outsourcing contemplations. Their money related engaging quality, political/financial condition, and relationship building abilities are very even. The organization got its first enormous break in the wake of achieving a 75 percent expansion in outsourcing income in 2008. This set the nation on the best areas around the world. With a solid monetary impression, joined with the biggest residential IT utilization in Latin America, Brazil is venerated as one of the most smoking nations in the business world.

**6)** Indonesia is a nation that is nearing the IT leaderboard. The nation has chosen to move far from its reliance on fares, which made up an extensive part of their outsourced business. Indonesia is currently rebuilding its system toward monetary development. Their primary advocate is the IT portion, which incorporate SI, preparing, backing, web, and worldwide expert administrations. For organizations that are hoping to join the IT portion, Indonesia ought to be your first thought.

**7)** Now, you may have seen that the rundown has a solid pattern toward Asian nations. Bulgaria is making Eastern Europe pleased through its major methodology, "nearshoring". This nation offers more affordable work and administrations toward neighboring nations, which incorporate the United States and Western Europe. This strategy has helped the nation climb the positions and achieve the main ten among outsourcing nations. Through an alluring and stable macroeconomic and political condition, the nation has had the capacity to give aggressive estimating and a great workforce.

**8)** With a development rate of 46%, the Philippines have turned into a solid contender among the outsourcing industry. This development rate has been kept up because of this present nation's low work costs, profoundly talented workforce, and language decent variety. Call focuses have started appearing and give organizations email reaction and the board administrations. 80% of this administration is directed to the US, which has given the nations BPO administrations an immense lift. Quality, Cost-adequacy, and unwavering quality is the most ideal approach to aggregate up this nations arrangements.

**9)** Chile has turned into a major player in the outsourcing world because of its beneficial area. More than 40% of Chile's fares go straightforwardly to Europe and the United States. Known for one of the most elevated acclaimed innovative work areas on the planet, Chile has been considered to have the most elevated positions in EIU's "IT Industry Competitiveness Index of 2009" One of the other significant qualities of this nation is its steady government and cash in Latin America. This is likewise enhanced by an open movement strategy, which permits work licenses to be acquired inside seven days. There is no doubt that Chile has created a standout amongst the most astounding workforces on the planet.

**10)** Japan is not even close to the main ten among nations to be outsourced, however I felt that there is a ton this nation brings to the table the world. It's current outsourcing principals are development, change, challenge. Japan wishes to change how it works with different nations by changing its present technique while testing the key contenders. As an American business proficient, I have seen numerous patterns among my nation including JETRO. JETRO is the Japanese External Trade Organization that is centered around aiding U.S. organizations that desire to start working together in Japan, just as help in the import of Japanese merchandise from Japan to the U.S. It is nothing unexpected that these kinds of associations are showing up predominantly in light of the fact that the United States offers one of the biggest shopper bases who are happy to purchase! purchase! purchase! on the planet. Japan is as of now a low standing player, yet with time and system, they will end up being a piece of this rundown, legitimately.

**Conclusion**

All in all, outsourcing is a business methodology utilized by organizations, for reasons, for example, the absence of mastery, through the subcontracting of their business capacities to outside associations. Outsourcing is getting much reaction from organizations all around the globe nowadays, with 70% of European organizations previously utilizing it for reason, for example, to look for money mixture, diminish hazard and working expenses, and so on.

Organizations that offer administrations at a low costs can be effectively found. Be that as it may, because of a few moral concerns, a few organizations incline toward the costlier course as the value contrast could be beguiling on the grounds that the variety might be in the underlying expense. Bargain of client information and seller unwavering quality are one of the primary moral concerns organizations will in general face, particularly in seaward outsourcing contracts.

Outsourcing isn't the correct instrument for ever work however it is a decent apparatus for the correct activity. There are a few run of the mill and customary issues looked in outsourcing. Lack of common sense and not exactly expected outcomes are a portion of the issues looked by outsourcing players. There are answers for these issues in any case, there is no silver projectile and a few circumstances can never be anticipated.

All things considered, the eventual fate of outsourcing gives off an impression of being genuinely brilliant and positive. The data innovation period empowers new outsourcing players to exploit the various phases of an association's esteem chain. Other than that, there are likewise clear signs demonstrating the widening trust in the outsourcing business, which would eventually prompt more organizations receiving the business methodology over an inexorably wide scope of business procedures and capacities.

Taking everything into account, outsourcing is a fundamental piece of a business' choice. There are different components that has a significant impact in this choice, for example, quality, cost and different variables. Clients likewise a piece of this choice, as well. The world is turned out to be increasingly more worldwide that the nations that are ease may begin going up on their costs. As indicated by Dolgui and Poth (2013), "Outsourcing is characterized as the demonstration of getting semi-completed items, completed items or administrations from an outside organization if these exercises were generally performed inside" (p. 6770).Many organizations rely upon outsourcing to assist their business with becoming progressively gainful and fruitful. A considerable lot of the outsourcing organizations can be found in different pieces of the world. Be that as it may, call-focuses are situated in different pieces of the world. These call-focuses are not getting paid a great deal of cash, yet they are doing what they should do. Without outsourcing, numerous organizations won't work together in light of the fact that they are relying upon outsourcing to enable their business to develop. Outsourcing have been around for a long time and has expanded by an extensive sum. Work expenses can be a main consideration in outsourcing for organizations.

Logistics outsourcing implies an exchange of logistics procedures to an outsider. The embodiment of this administration is to lessen the organization's costs, usage of the supply of items through the contribution of at least one qualified experts – logistics administrators.

Logistics outsourcing administrations may incorporate the accompanying regions: coordinated logistics, advancement of existing and improvement of new stockpiling plans; coordination of the acquisition and supply of products, just as its marking, bundling, and so on.; custom documentation and freight; advancement of ideal transport plans. Outsourcing of logistics administrations includes transmission of experts, as a major aspect of the capacities around there, and the full extent of power. While picking the ideal arrangement of work for included masters, you should consider the likelihood of a privately owned business in sorting out logistics. It ought to be noticed that a coordinated way to deal with outsourcing logistics is the most proficient and monetarily invaluable answer for adapt to different assignments in the region of acquirement and supply of items.

It is in the aggregate that the three driving forces help to understand the essence of outsourcing. On the one hand, in the struggle for profit entrepreneurs seek to reduce costs, minimize costs. But this does not happen with all the processes in the company, as some, which are a competitive advantage, on the contrary, require significant investments. However, the “costs” and “focus of attention” alone cannot explain the nature and essence of long-term delegation of processes to third-party companies — there must be a relationship of trust between partners, otherwise their partnership is doomed to failure.

Thus, the desire to reduce and cost transparency, competitive advantages and social exchange elements based on competence and professionalism are the main elements that explain the emergence and evolution of outsourcing.

At the same time, the cycle of sourcing relations and constant “switching” on the sourcing panel Young and Cohen make it possible to most accurately classify the diversity of modern types of outsourcing.

In a sense, outsourcing becomes a kind of element of the “informal organization of a company” when outsourcing contracts become a single organism with "Formal organization" - the legal entity of the customer.

Traditional theories and new approaches help to understand the essence of outsourcing, however, modern Russian entrepreneurs and managers, as well as researchers, need to understand their practical applicability. The overwhelming majority of theories are Western. And it is absolutely natural. Market relations and, consequently, outsourcing relationships in the Western world have a much larger history.

At the same time, examples from the practice of conducting Russian business, which are given by the authors in this article, prove that Western theories are practically applicable in the Russian reality. The twenty-year experience of the development of the Russian market economy suggests that the rules of capitalism successfully and fully work with us.

At the same time, the Russian economy, in terms of the level of development in general, and outsourcing in particular, does not make it sufficient for the developed post-industrial countries of the Organization for Economic Cooperation and Development (OECD). From the Soviet economy, the young Russian inherited a lot of vertically integrated structures. “Companies were vertically integrated into ancillary activities instead of outsourcing or reassigning to local corporate networks. The process of privatization in Russia did not eliminate these structural distortions, but even strengthened them in some way, ”says Michael Porter.

For example, despite the great progress in getting rid of non-core assets of Russian railways, more than 100 subsidiaries still remain on the Russian Railways balance sheet, many of which are non-core and whose functions could be outsourced and help develop the outsourcing industry in our country. These include RZD Protection, and repair companies (VRK-1, Vagonremmash, etc.), and engineering units (RZDstroy, Roszheldorproekt, etc.), and service companies (RZD health, Transtelecom). And this is not a complete list. According to the calculations of the authors, conducted using the SPARK-Interfax system, the total revenue of these companies for 2014 is more than 150 billion rubles. And this, in turn, is the volume of the potential market for outsourcing services applicable only to the railway monopoly. Another large state-owned company, Rosenergoatom, for example, according to media reports, is only just starting to bring such basic things as cleaning, food, etc. to subsidiary companies (insourcing), while these functions have long been outsourced by the vast majority of industrial ones.

At the same time, the Russian economy and Russian business continue to grow. More and more companies are giving parts of business processes to outsourcing. According to surveys, if in the crisis year of 2008 only 4% of Russian companies resorted to outsourcing, then in 2015–2016 the number of such companies rose to 17%. Already, the Russian outsourcing market is estimated at trillions of rubles and continues to grow. And the degree of development of the outsourcing market will certainly testify to the development of the economy in general and the improvement of company management systems in particular.

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