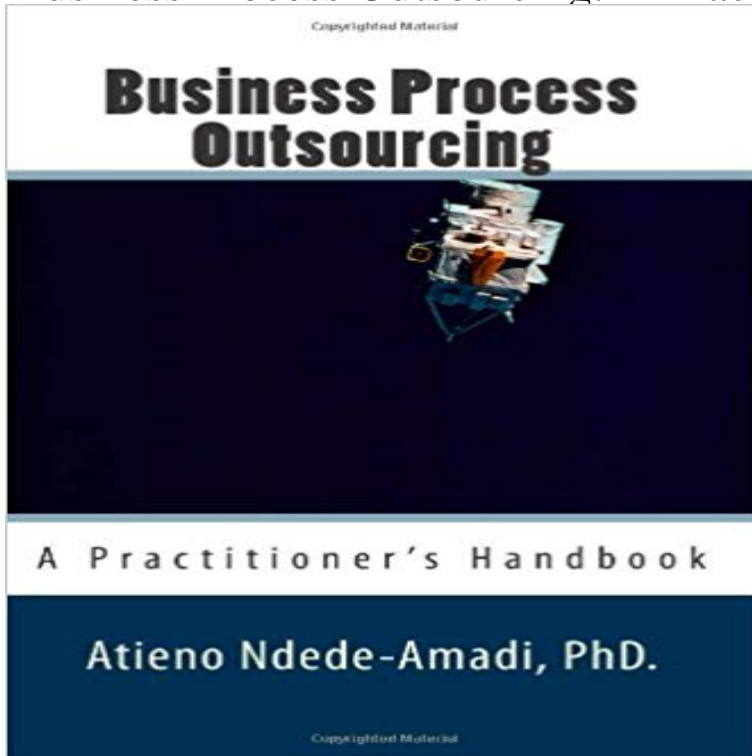


Business Process Outsourcing: A Practitioners Handbook



This handbook contains a collection of articles on business process outsourcing. Some of the articles were first published in the Starts & Feats column of the Financial Standard while others were first published on the KeKoBI website at www.kekobi.or.ke. The articles have been selected to provide the BPO practitioner with a deeper understanding of and better appreciation for BPO opportunities and challenges. The target audiences for the Handbook include new entrepreneurs and new college and university graduates looking for opportunities in the sector; business managers of large corporations looking for employment creation opportunities; and policy makers looking for ways to empower the sector.

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