
**Information technology — IT
Enabled Services-Business Process
Outsourcing (ITES-BPO) lifecycle
processes —**

**Part 8:
Continual performance improvement
(CPI) of ITES-BPO**

*Technologies de l'information — Processus du cycle de vie de la
délocalisation du processus d'affaires des services activés par IT —*

*Partie 8: Amélioration continue des performances de la délocalisation
du processus d'affaires des services activés par IT*





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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 CPI interrelationship with the ISO/IEC 30105-1 process reference model (PRM) and the ISO/IEC 30105-2 process assessment model (PAM)	2
4.1 General.....	2
4.2 CPI, PRM and PAM.....	2
5 CPI components	4
5.1 General.....	4
5.2 Performance criteria for ITES-BPO services.....	4
5.2.1 Criticality of root cause of issues and threats.....	4
5.2.2 Defining service performance criteria.....	5
5.2.3 Informative case study: service performance criteria determination.....	6
5.3 CPI assessment: lifecycle continual performance improvement (LCPI) method.....	12
5.4 CPI repository.....	13
6 CPI methodology for ITES-BPO service providers	13
6.1 General.....	13
6.2 Steps and activities.....	13
6.2.1 Steps.....	13
6.2.2 Step 1: assessing ITES-BPO service delivery.....	14
6.2.3 Step 2: selecting issues and threats.....	14
6.2.4 Step 3: processing issues and threats.....	15
6.2.5 Step 4: improving ITES-BPO service delivery.....	16
7 Implications of implementing CPI methodology in an ITES-BPO continual improvement process (TEN8)	16
7.1 General.....	16
7.2 New WPs provided by the CPI methodology.....	16
7.3 Existing WPs essential for the CPI methodology.....	17
7.4 Updated BPs and WPs for the CPI methodology.....	19
7.5 Other ITES-BPO processes using CPI WPs as inputs or outputs.....	20
Bibliography	25

Foreword

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A list of all parts in the ISO/IEC 30105 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

IT Enabled Services-Business Process Outsourcing (ITES-BPO) services encompass the delegation of one or more IT enabled business processes to a service provider who uses appropriate technology to deliver that service. Such a service provider manages, delivers, improves and administers the outsourced business processes in accordance with predefined and measurable performance metrics. This covers diverse business process areas such as finance, human resource management, administration, healthcare, banking and financial services, supply chain management, travel and hospitality, media, market research, analytics, telecommunication, manufacturing, etc. These services provide business solutions to customers across the globe and form part of the core service delivery chain for customers.

ISO/IEC 30105-1 defines more than 30 business processes for the ITES-BPO industry, including the TEN8 continual improvement process. The continual improvement process has been further elaborated in this document for ITES-BPO service providers who want to effectively achieve business service performance goals by implementing the continual performance improvement (CPI) methodology.

The CPI methodology consists of a CPI repository (see [5.4](#)) and an assessment method for ITES-BPO service delivery (see [5.3](#)), based on identified service performance criteria (see [5.2](#)). The CPI methodology results in an assessment score for the ITES-BPO service delivery that supports the prioritization of business service performance improvement opportunities. Through the successful implementation of the CPI methodology, with additional base practices and work products or characteristics of work products from service delivery execution, service delivery reporting, solution development, change management, audit management and continual improvement, ITES-BPO service providers will be able to enjoy the following benefits:

- a) identification and actioned analyses of improvement opportunities;
- b) planning and implementation of continual improvement programmes;
- c) selection of specific objectives and goals for the programme based on priority and value added;
- d) monitoring and review of programmes against objectives;
- e) communication of progress to relevant stakeholders;
- f) involvement of the customer organization as appropriate;
- g) analysis and reporting on the impact of changes, issues, threats and improvements on continual improvement policy and measures.

Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

Part 8:

Continual performance improvement (CPI) of ITES-BPO

1 Scope

This document specifies a continual performance improvement (CPI) methodology and its major elements, which extend the already-defined continual improvement process (TEN8) in ISO/IEC 30105-1. This document helps ITES-BPO service providers to improve their performance by assessing service delivery.

This document does not define technologies and tools for implementing the CPI methodology.

2 Normative references

There are no normative references in this document.