



Consulting and Training | Reach New Heights

Course Name

Certified Outsourcing Professional (COP)

Sector Name

Procurement & Supply Chain Operations

Document Type

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Certified Outsourcing Professional (COP)

Course Introduction

The Certified Outsourcing Professional (COP) certification, administered by IAOP (International Association of Outsourcing Professionals), is the gold standard for individuals involved in structuring, managing, and leading outsourcing initiatives.

This **5-day** training program prepares professionals by covering the COP Body of Knowledge, practical implementation frameworks, and complete exam readiness tools.

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Target Audience

- ✓ Sourcing and Procurement Professionals
- ✓ Outsourcing Managers and Executives
- ✓ Operations and Service Delivery Leaders
- ✓ Consultants and Advisors
- ✓ Shared Services Leaders

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Learning Objectives

- ✓ Understand and apply industry-standard outsourcing management frameworks
- ✓ Develop effective outsourcing strategies and governance models
- ✓ Manage vendors through performance-based contracts and relationship excellence
- ✓ Identify and mitigate project risks in global outsourcing environments
- ✓ Utilize tools for project tracking, service delivery, and process innovation

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Course Outline

✓ DAY 01

Introduction to Outsourcing & Management Frameworks

- ✓ Overview of the outsourcing industry and evolution
- ✓ Role of governance in outsourcing projects
- ✓ Key outsourcing lifecycle stages
- ✓ IAOP's Outsourcing Professional Standards
- ✓ Critical success factors for outsourcing frameworks

Outsourcing Process Management

- ✓ Core process design in outsourcing
- ✓ Decision frameworks: what to outsource and why
- ✓ Service level definition and process alignment
- ✓ In-house vs. third-party process mapping
- ✓ Metrics and KPIs in outsourcing delivery

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Course Outline

✓ Day 02

Strategy Formulation & Execution

- ✓ Building a sourcing strategy
- ✓ Strategic sourcing vs. tactical sourcing
- ✓ Creating the business case for outsourcing
- ✓ Aligning outsourcing with corporate objectives
- ✓ Roadmapping execution across business units

Vendor Selection & Relationship Management

- ✓ Vendor identification and qualification criteria
- ✓ RFP/RFQ development and evaluation techniques
- ✓ Vendor due diligence: legal, financial, and operational checks
- ✓ Long-term relationship building and alignment
- ✓ Cultural alignment and collaboration practices

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Course Outline

✓ Day 03

Contract Management and Compliance

- ✓ Structuring outsourcing contracts
- ✓ Key contract components: SLA, governance, penalties, renewals
- ✓ Contract negotiation strategies and playbooks
- ✓ Ongoing contract performance tracking
- ✓ Legal compliance and audit readiness

Risk & Project Management in Outsourcing

- ✓ Risk identification in offshore/onshore outsourcing
- ✓ Regulatory, geopolitical, and operational risks
- ✓ Project planning methodologies (Agile, Waterfall) in outsourcing
- ✓ Tools for managing multi-vendor delivery
- ✓ Crisis management and contingency planning

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Course Outline

✓ Day 04

Global Sourcing & Industry Trends

- ✓ Market trends in BPO, ITO, KPO, and shared services
- ✓ Impact of automation, AI, and cloud services
- ✓ Nearshoring vs. offshoring trends
- ✓ Vertical-specific outsourcing insights (IT, finance, healthcare)
- ✓ Case studies on successful and failed global sourcing

Best Practices in Outsourcing Execution

- ✓ IAOP's Outsourcing Best Practices Framework
- ✓ Transition and knowledge transfer models
- ✓ Change management and stakeholder buy-in
- ✓ Continuous improvement and innovation culture
- ✓ Governance boards and review mechanisms

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Course Outline

✓ Day 05

Exam Blueprint, Syllabus, and Question Types

- ✓ Overview of the COP exam format and content distribution
- ✓ Key domains and knowledge areas from IAOP
- ✓ Types of questions and how to approach them
- ✓ Sample scenarios and how to dissect them
- ✓ Time management techniques for the test day

Full Mock Exam + Review and Strategy

- ✓ Administer a timed COP-style practice exam
- ✓ Walkthrough of answers with reasoning
- ✓ Review of challenging domains and concepts
- ✓ Personal exam prep strategy and study plan
- ✓ Final Q&A and certification readiness checklist

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 14, 2027	March 18, 2027	5 days	4250.00 \$	Bahrain , Manama
June 8, 2026	June 12, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 31, 2026	Sept. 4, 2026	5 days	4250.00 \$	UAE , Dubai
Nov. 9, 2026	Nov. 13, 2026	5 days	4250.00 \$	UAE , Dubai

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