

# Business Process Outsourcing Interview Questionnaire

	Evaluation Topic	Considerations/ Requirements	BPO Interview Questions	Evaluation Red-Flags	Interview notes/comments:
1	Service Offerings	There are many BPOs out there. Look for a provider with a long history in the industry, a comprehensive range of services, and the capacity to align with your business needs and requirements.	-How long have you been in business? - Can you provide an overview of your service offerings and how they align with our business needs? - How do you tailor your services to meet specific client requirements?	- Inexperienced company -Limited service offerings.	
2	Business Requirements	Now that you've shared your goals and objectives, determine whether or not the provider has taken the time to carefully review your project. Evaluate the provider's understanding of your project. Evaluate the quality of the questions they ask. Assess the provider's ability to identify gaps in your process or offer recommendations to improve your workflow.	- Do you understand our business goals and objectives, and how would your services align with them? - Can you run samples or provide examples of similar processes you have worked on?	- Vague understanding of business goals. - Lack of experience in similar processes.	



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3	Industry Experience	Look for BPOs with relevant experience in your industry. Request examples that demonstrate their success with similar projects.	- Can you share your experience in our industry and identify specific projects you have successfully managed? - How do you ensure your services are tailored to our industry's unique requirements?	- Limited industry-specific experience. - Inability to run samples or demonstrate previous project success.	
4	Reputation and References	Seek positive client testimonials and references. Look for a provider with a strong reputation in the industry.	- Can you provide references from current or past clients? - What feedback have you received from clients regarding their experiences with your services? -What is the average tenure of your clients?	- Unwillingness to provide references. - History of short-term or one-time clients.	



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5	Project Support	You want a BPO that has both onshore and offshore offices for maximum flexibility. Evaluate the provider's location and confirm their availability in relevant time zones.	- Where do you have offices? -Do I have options based on my geographical location? - Will my day-to-day contact be overseas or local? Can I meet with the person that I will be working with during the project?	- Absence of local support. - Exclusively overseas offices and project management.	
6	Scalability and Flexibility	Confirm the scalability of the provider's operations. Look for a provider with the flexibility to adapt as needs and conditions change.	- Are your operations sufficiently scalable to accommodate potential future growth? - Can you provide examples of instances where you adapted to changes in technology or business requirements?	- Inflexibility in adapting to changing business needs. - Limited capacity for scaling.	



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7	Quality and Quality Assurance	Review the provider's track record for delivering positive outcomes. Inquire about quality assurance processes. Check for performance metrics and benchmarks including processing speed, resolution rates, error rates, etc.	- Can you describe your quality control processes? - What performance metrics and benchmarks do you use to ensure service quality?	- Lack of clearly defined quality control processes. - Inadequate performance metrics.	
8	Communication and Reporting	Check for effective communication channels and responsiveness.	- What communication channels and protocols do you establish with clients? - How do you handle reporting?	- Ineffective communication channels. - Poor responsiveness.	
9	Technology Infrastructure	Assess the provider's technological capabilities. Ensure compatibility with existing systems and evaluate the strength of the provider's data security measures.	- What technological capabilities and infrastructure do you have in place? - How do you ensure the security of sensitive information during the outsourcing process?	- Outdated or insufficient technology infrastructure. - Weak data security measures.	



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10	Transition Process	Make sure that the BPO is able to articulate a comprehensive transition plan in order to minimize disruption of your business operations.	<ul style="list-style-type: none"> <li>- Can you outline your approach to comprehensive transition planning when onboarding a new client?</li> <li>- How do you minimize disruption to ongoing business operations during the transition phase?</li> </ul>	<ul style="list-style-type: none"> <li>- Poorly planned transition process.</li> <li>- Lack of clarity in roles and responsibilities.</li> </ul>	
11	Employee Training and Retention	Evaluate the adequacy of employee training programs. Look for BPOs with favorable retention rates and workforce stability.	<ul style="list-style-type: none"> <li>- Can you provide insights into your employee training programs?</li> <li>- What is your employee retention rate, and how do you ensure workforce stability?</li> </ul>	<ul style="list-style-type: none"> <li>- Lack of comprehensive employee training programs.</li> <li>- High employee turnover.</li> </ul>	
12	Continuous Improvement	Discuss strategies for improvement and innovation. Evaluate the provider's commitment to continuous improvement.	<ul style="list-style-type: none"> <li>- How does your company promote continuous improvement?</li> </ul>	<ul style="list-style-type: none"> <li>-Vague or poorly defined protocols and processes for continuous improvement.</li> </ul>	



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13	Financial Considerations	Assess the provider's pricing model for transparency, flexibility, and alignment with your project. Whether you need hourly support, per record/task pricing, or a pricing model tailored to your unique business needs, seek a vendor with a pricing structure that fits your project.	- How flexible can you be in adapting pricing models to accommodate our business needs?	- Pricing models that do not reflect a full understanding of your project. - Pricing that seems too good to be true.	
14	Data Security and Compliance	Ensure the provider's compliance with data protection regulations. Assess the BPO's security protocols and verify industry certifications.	- How does your company ensure compliance with data protection regulations? - Can you describe the security measures you have in place to safeguard client data?	- Non-compliance with data protection regulations. - Inadequate security measures.	



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15	Disaster Recovery and Business Continuity	Look for providers with robust disaster recovery and business continuity plans. Prioritize BPOs with a demonstrated ability to recover swiftly from potential disruptions.	- What measures do you have in place for disaster recovery and business continuity? - How quickly can you recover from potential disruptions?	- Inadequate disaster recovery and business continuity plans. - Slow recovery time following disruptions.	
	Evaluation Topic	Considerations/ Requirements	BPO Interview Questions	Evaluation Red-Flags	Interview notes/comments:
16	Exit Strategy	Develop a clear exit strategy. Address data and knowledge transfer. Plan for a smooth transition.	- Can you explain your approach to developing an exit strategy for clients if needed? - How do you handle data and knowledge transfer during the termination of an outsourcing relationship?	- Inadequate or unclear exit strategy. - Challenges in data and knowledge transfer during termination.	

Other Interview Notes:

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