

2010 Black Book of Outsourcing Survey Structure

Performance Criteria

The 2010 Black Book of Outsourcing survey asks respondents to provide their feedback across nine performance criteria based on their experience with their nominated vendor(s).

The nine performance criteria are specified below.

1. Requirements awareness
2. Shared goals
3. Financial benefits
4. Risk mitigation
5. Partnership approach
6. Problem resolution
7. Corporate reputation
8. Skills and resources
9. Future orientation

Each criterion is investigated with a series of questions, to which the respondent can choose between:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

This response format allows respondents to indicate a level of agreement or disagreement while not forcing them to choose where they have a neutral or no opinion.