



### DEG

DEG, a member of the KfW Bankengruppe (KfW banking group), finances investments of private companies in developing and transition countries. As one of Europe's largest development finance institutions, it promotes private business structures to contribute to sustainable economic growth and improved living conditions.



### TÜV Rheinland

The TÜV Rheinland Group is a leading provider of technical services worldwide. Since its foundation in 1872, TÜV Rheinland has been developing safe and sustainable solutions for the challenges arising from the interaction between man, the environment and technology. As an independent, neutral and professional organization, TÜV Rheinland is committed to working towards a future that can fulfill the needs of both mankind and the environment in the long term.



### ASSIST

ASSIST is a non-stock, non-profit international capacity building organization with its headquarters in the Philippines. It aims to achieve and witness meaningful change to and for our planet and the people living on it. Since 2003, ASSIST has implemented over 20 projects funded by multi-lateral donors such as European Union, USAID, UNEP, UNIDO, DEG, GTZ, etc.



### BPAP

The Business Processing Association of the Philippines is the umbrella association of IT-BPO companies and associations in the Philippines

Website: [www.bpap.org](http://www.bpap.org)



# EQUIP BPO

Enhanced **Q**uality and **I**nformation security **P**rogram for **B**usinesses and **P**rofessionals in the **O**utourcing sector

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## Project Brief

The **Business Process Outsourcing/Information Technology Enabled Service (BPO/ITES)** sector is one of the fastest growing sectors in the Philippines. The **Business Processing Association of the Philippines (BPAP)**, representing the BPO/ITES industry, has estimated that the industry would directly employ over 1 million professionals and generate revenue of over 12 Billion USD by 2011 accounting for about 7 % of GDP. The BPO/ITES sector is one crucial driving force of the Philippines' economic growth. If the industry has to reach the target of over 12 billion by 2011, then it has to grow over 30 % in the next 3 years. During this process of doubling its revenue, the industry would directly employ another 700,000 professionals and indirectly employ over another 3 million people (as support services). As a much favored destination for BPO/ITES with one of the lowest labour cost, this industry has the potential to attract huge employment and impact the lives of a few million people.

The rapid growth of this industry helped the Philippines to step up and become a major global player, which can be attributed to an ambitious business climate and heavy investments by the government and outside parties. Despite this development, several challenges are present that hamper further growth such as concerns on quality, health & safety and information security practices being followed and also the qualification of the people.

The project is directed towards two target groups. At one level the project targets the firms in the BPO/ITES sector and creates awareness and helps them to align with the international standards and best practices in the areas of quality, information security and health & safety. At second level the project targets both the fresh graduating students who are interested in taking a career in the BPO/ITES sector and existing BPO/ITES professionals who are aspiring to step up to bigger roles. The project equips both groups with necessary technical and managerial skills as well as techniques for smooth and successful integration into various positions in the BPO/ITES industry.

## Project Activities



**CEO Forum** - These sessions will be organized for the top management / decision makers from various BPO/ITES to create interest as well as promote the concept and facilitate buy in of the **EQUIP BPO** project.

**Training & Workshops** - Trainings and workshops will be conducted on the topics of Quality, Information Security and Health & Safety for the individuals from the selected ten (10) companies of this project.

**Technical Assistance / Alignment** - The selected ten (10) companies will be offered technical assistance for compliance with Quality & Information Security Management Systems (benchmarking ISO 9001 and ISO 27001 standards) and alignment towards Health & Safety best practices (benchmarking OHSAS 18001 standards).

**Training Needs Analysis** - Surveys, interviews, focus group discussions will be conducted involving multiple stakeholders from government agencies, academia, industry associations, etc. to identify the training needs of fresh graduates as well as existing professionals in the BPO/ITES sector.

**Training Content – Design & Development** - Training contents will be designed based on the outcome of the training needs analysis done and training contents designed will help the fresh graduates become job ready and help the existing professionals enhance their skills & competence.



**Capability Building** - Fifty (50) local trainers from multi stakeholder groups will be qualified through Train the Trainer workshops and these trainers will act as multipliers and help in the sustainability of the project.



**Training Academy** - A virtual academy will be established to design and deliver industry specific, technical and managerial training courses which will build the competencies of the professionals. The academy will design a host of programs catering to the needs of the BPO/ITES industry professionals.

**Online Exam Portal** - An online exam portal shall be created that will enable professionals undergoing training to take exams. This also serves as authentication to help employers verify training certificates of the applicants / potential employees.

**Best Practices Exchange Forum** - The lessons and experiences gained during the project shall be shared through a best practice exchange forum with multiple stakeholders from government agencies, academia, industry associations, etc. to share knowledge, create multiplier effect and help in long term sustainability of the project.

## Methodology



## Benefits

**EQUIP BPO** is a Public Private Partnership program with a developmental agenda in supporting & equipping the BPO/ITES sector in the Philippines with adequate process knowledge by benchmarking international standards on Quality, Health & Safety and Information Security and enhance the people's knowledge through establishing a virtual training academy.

### Free Trainings / Tools

- Implementing an Effective Quality and Health & Safety Management System
- Information Security Management System - An Overview
- Information Security Risk Assessment
- Train the Trainer Workshops
- Best Practices Exchange Forum
- Online Exam Portal

### Free Technical Assistance

- Gap Assessment
- Process Definition
- Process Documentation Guidance
- Implementation Monitoring and Guidance
- Mock Audits and Assessments