

The right outsourcing partner

A decisive factor in the success of an outsourcing project is the careful selection of a suitable contractor. Every enterprise which integrates outsourcing into its business strategy should pre-select and carefully vet suitable partners at an early stage. After all, a degree of investment is necessary on the part of the client company – both in the production process as such as well as in the partnership.

Should a long-term partnership develop as a result, it is a win-win situation for both sides: In an established partnership, much of the information which needs to be exchanged as an initial basis for cooperation is already in place and processes and coordination procedures have been tried and tested. Therefore both partners are able to concentrate on rapid project implementation.

Ideally when searching for the right outsourcing partner, the following aspects should be considered: Given that the choice of partner is generally a strategic, long-term decision, the partner company's financial strength is an important point. If the partner with whom you are cooperating experiences financial difficulties, this can impact directly on your own supply capabilities. The partner company also needs to be of a sufficient size, including in terms of the number of employees, to be able to solve and deal with complex tasks. It should also have sufficient resources to be able to deliver on time and should employ stable, proven production processes and systems. Similarly, a strategy to increase capacities in response to a medium- or long-term increase in demand is also among the hallmarks of a good partner. Technological leadership, innovation and flexibility are just as important as the precise project management necessary for efficient project implementation.

The ideal partner should also be open to cooperation with other partners of the client company, and should deploy committed teams of experts on its projects. Clear communication between team members, openness on the part of both partners and mutual understanding and trust are also among the soft facts on which long-term successful cooperation depends. In this regard, Vetter is also open to the 'Person in the Plant' concept if the situation should call for it.

