



INTERVIEW CHECKLIST – FIND THE RIGHT BPO

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| Your Name: | |
| Date of Interview: | |
| BPO Company Name: | |
| BPO Representative's First & Last Name: | |
| 1 How long have you been in business? | |
| 2 What company have you served that is most like my organization? | |
| 3 How can you guarantee the quality of the training your employees receive? | |
| 4 What quality control systems do you use, and how quickly will you notify me if there is a concern? | |
| 5 What cloud and RPA (Robotic Process Automation) applications will you use for my services? | |
| 6 How do you protect my company's data and other proprietary information? | |
| 7 How does your firm take responsibility for data safety? | |
| 8 If I suddenly need 15 additional clerical employees, how quickly can you get them trained and in place? | |
| 9 How long are your typical contracts, and how much flexibility do they offer? | |
| 10 Tell me about services you have provided recently where you had to coordinate with another BPO. | |
| 11 Would you use my organization's communication channels and collaboration tools? | |
| 12 May I interview each employee before they are assigned to my company? | |
| 13 Do you offer business consulting as part of your services? | |
| 14 How will you manage communication and coordination, given my time zone? | |
| 15 Please explain your pricing and give me an approximate idea of the cost of contracting the services I need. | |

Notes and Comments:

