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Survey points to weak risk management culture related to outsourcing

Managing product or service quality is the top outsourcing risk to organizations, yet less than half of respondents to an ESI International survey report having a strong risk management culture.

ESI International surveyed 615 contractor managers, subcontractor buyers, project managers, senior executives and "key decision makers in outsourcing" from around the world (including Canada).

Nineteen per cent of respondents admitted their organizations are not very effective at risk assessment of outsourced projects, an ESI release says. Thirty-six per cent said their organizations were only somewhat effective, 35% felt their organizations were effective and only 6% had confidence their organizations were "extremely effective" at risk assessment.

Only 39% of respondents said their respective organizations have a strong risk management culture, the study found.

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