

# SRI LANKA OUTSOURCING LEADERSHIP AWARDS 2019

17<sup>TH</sup> JULY, 2019  
TAJ SAMUDRA, COLOMBO

Outsourcing is entering a new age as different opportunities-and demands-are made by companies in pursuit of improved outcomes, lower costs and higher standards in a critically competitive economic environment. Trends like rural and impact sourcing, corporate social responsibility, crowd sourcing, the cloud, technology convergence, collaborative and strategic models, and governance have all impacted the way companies do business and the level of understanding and knowledge outsourcing professionals must have to be successful.

With this perspective we invite Entries for the **SRI LANKA OUTSOURCING LEADERSHIP AWARDS** which will be a benchmark to recognize excellence throughout the Outsourcing Industry.

## AWARD CATEGORIES

### ORGANIZATIONAL AWARD CATEGORIES:

- Social Change Agent Award
- Most Significant Contributor to the BPO Industry
- Use of Technology for Operational Excellence Award
- Award for Operational Excellence and Quality
- Outsourcing Innovation of the year
- Emerging Company of the year
- Best Employer Brand of the year
- Fun at Work Award
- Fastest Growing Outsourcing Company of the year
- Best IT Enablement in BPO
- Best Customer Experienced Delivered by a Contact Centre
- Most Admired Vendor for Outsourcing Sector
- Shared Services Excellence Company of the year
- Best Quality Program of the year
- Most Preferred Vendor for BPO Sector
- Best Help Desk Services Award
- Non-Voice Excellence Company of the year
- Most Admired Company to work for
- Strategic Enabler for BPO
- Software Service Provider of the year / Dialer Company
- Best Outsourcing Academy of the year
- Health Insurance BPO Provider
- Outsourcing Organization of the year
- Award for Excellence in Customer Service in the Outsourcing Industry
- Award for Excellence in Culture Creation
- Award for Excellence in People and Communications
- Award for Excellence in Value Creation
- Award for Excellence in Improvement & Innovation
- Use of Technology For Operational Excellence KPO
- Award for the Best HR Practices in Outsourcing
- Award for Improvement & Innovation KPO
- Award for Value Creation KPO
- Most Preferred Vendor KPO
- Most Significant Contributor KPO
- Exceptional Practices In Customer Relationship Management (CRM) KPO
- Award for Excellence In Research KPO
- Most Admired Company to Work For KPO
- LPO of the year
- Best Overall LPO's
- Intellectual Property Services
- Legal Support
- Contract Services
- Litigation Support
- Corporate Services

### INDIVIDUAL AWARD CATEGORIES:

- CEO of the year
- Role Model & Exemplary Leader Award
- Outsourcing Entrepreneur of the year
- Team Leader of the year
- KPO Entrepreneur of the year
- LPO Entrepreneur of the year

## CRITERIA:

**ORGANIZATIONAL CATEGORY:** Each entry should be accompanied by write-up of not more than 2700 words excluding attachment; Profile of the company & Brochure; Media write-ups & Interviews as annexure.

**INDIVIDUAL CATEGORY:** Each entry should be accompanied by personal profile of nominated person; Achievements; Awards & Accolades received; Media coverage; Articles published; Photographs & any other relevant details.

Endorsed by



THOUGHT  
LEADERS



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The Entry Fee is Non-Refundable. Entries once sent cannot be withdrawn under any circumstances.

The Organizers reserve a right to alter or change the program design without assigning any reason whatsoever.



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