



EXAMPLE QUESTIONS TO ASK WHEN OUTSOURCING

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Example Questions to Ask When Outsourcing

- What are your company and service standards, including turnaround times?
- What service levels do you offer and what is included?
- What is the price of your service offering(s)?
- When was your company established?
- How big is your team and what is your organisational structure?
- What is your capacity for taking on new work?
- How do you ensure that your team's industry and product knowledge is current?
- What is your Information Security Policy?
- What is your Privacy Policy?
- Please can you put me in touch with three of your existing clients?
- What was the best feedback you have had from your existing clients?
- What was the worst feedback you have had from your existing clients?
- Will I have a single point of contact for your company?
- Why should we choose you over other providers of the same service?
- What are you great at?
- What are your weaknesses?
- What is your 10 year vision for the business?
- What is your exit strategy?
- What are your company values?
- Is your business profitable?
- What would you expect from us as your clients?
- What systems do you use as part of the delivery of your service offering?