

DOI <https://doi.org/10.30525/978-9934-26-459-7-85>

VALUE-BASED BPO ENTERPRISE ASSESSMENT

Karajevs Vsevolods

*Latvia, ISMA,
e-pass: karajevs@inbox.eu*

Abstracts

The relevance of this study is to develop an assessment tool that identifies the weak links found outside the organisation. Their timely identification and prevention allow the organization to avoid potential losses in the future, which reduces the time the enterprise is in an unstable state. This is achieved through the consistent execution of instructions for the collection, processing, and analysis of business information used as part of a unified diagnostic system. Such a system is set up for assessment based on reasonably defined standards.

Key words: *improvement, solutions, performance, coordination, mechanisms, value, damage, superposition.*

1. Introduction

The new process improvement solutions implemented as part of the new version of the system are contrary to the requirements for performance improvement. Traditional approaches to adopting change that focus on improving service functions reduce performance of the organization. The selection of innovative offers is subject to uncertainty during the state-of-the-art assessment. With this in mind, the wording of the highlighted problem is reduced to the following: "It is impossible to provide effective improvement of activity in the absence of unique means of reasonable selection of innovative offers". Such tools represent a valuable resource for an organization that is difficult to copy.

2. Main Part

The object of the full-scale assessment is the management tool developed at the level of the guide used in the coordination of external requirements and decisions made. The subject of comprehensiveness focuses on diagnostic mechanisms to reject offers that violate the 'Performance criterion'. The goal of developing an impact tool is to standardise procedures

for using compatible assessment techniques to find informed ways of improving the organisation.

In accordance with the goal, the following *tasks* were set:

1. To identify the features of a full-scale performance assessment [1].
2. To formulate the requirements for a full-scale assessment of the enterprise.
3. To make a choice of an effective technology for a full-scale performance assessment [2].
4. To use the Copeland-Dolghoff's (pentagram of value) technology to create a system that organizes the evaluation of an enterprise over its entire life cycle [3].
5. To make the transition from the value pentagram to the Value-Based Assessment (VBA) life cycle.
6. To develop an VBA condition diagnosis procedure.

As a result, it has been established that the full scope of the assessment characterises the organisation's ability to justify both the magnitude of the additional benefit and the value of the damage avoided. Their relevance is determined on the basis of the means of validating the decisions taken. Such tools allow you to draw conclusions at intervals of varying lengths of time. As a result, recommendations are developed to restore the loss of value as the localization of places leading to loss of efficiency.

3. Conclusions

The use of new diagnostic tools makes it possible to unlock the growth potential of an organization in a new environment. This is achieved at the level of exploration of elements that lead to loss of emergence. The increase in value is determined on the basis of algorithms that provide fixation of the change in the position of the organization's coordinates by converting dimensionless values into a cost equivalent. This ensures that performance standards and performance measures are synchronized. During synchronization, organizational distortions caused by unreasonable decisions are revealed. This protects the organisation from ineffective changes causing inefficiencies.

In summary, VBA as a performance tool is used to assess the superposition of the organization, allowing the organization's performance status to be determined and, if necessary, to make recommendations for recovery from an unsustainable state, including measures to deal with a crisis of interest.

References

1. Karajevs V. Remedy for an Unstable Process. *The 19th International Scientific Conference Information Technologies and Management*, 2021, April 22–23, ISMA, Riga, Latvia.
2. Karajevs V. Unsustainable Process Products: Recognising & Resolving. *The 20th International Scientific Conference Information Technologies and Management*, 2022, April 21–22, ISMA University, Riga, Latvia.
3. Karajevs V. Technology Design Limitations. *The 21th International Scientific Conference Information Technologies and Management*, 2023, April 21–22, ISMA University, Riga, Latvia.