

**RISK MANAGEMENT IN BUSINESS PROCESS OUTSOURCING (BPO) IN
VIETNAM:
A CASE STUDY APPROACH**

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ABSTRACT

The purpose of this paper is to identify the risks that could be threats for the Multinational Companies (MNCs) opt for Business Process Outsourcing in Vietnam and examine the methods to mitigate it. The risks and issues in Vietnam towards BPO were gathered through a case study in one of the MNC. The primary data was collected by the use of structured interview and observation; and secondary data was obtained from the published reports by the MNC. Finding of this results showed that there are potential threats in the area of Information Security, Power Supply, Energy Supplier, Communication Network and Employee Shortage, Logistic/Transportation and Multinational Competitors, although the BPO is not fully optimize due to lack of outsourcing companies and under-developed infrastructure in Vietnam. This paper contributes valuable ideas towards managing and mitigating BPO risks in Vietnam.

KEY WORDS : Business Process Outsourcing (BPO), Multinational Companies (MNC) and Risk Mitigation.