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## Strategic Management – Managing The Potential Complexity-Risks In Outsourcing

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### Abstract

**Problem Statement,** The strategic decision to outsource is due to the numerous well known failed projects, very difficult. The associated risk can not be estimated for each company. **Purpose of Study,** The aim of the paper is to carry out an assessment of potential complexity-related risks which exist in a specific project and how they can be made manageable. **Methods,** Develop an evaluation model to assess potential complexity-related risks in the context of the strategic project outsourcing. Based on the current status of scientific, outsourcing experts are interviewed by means of interviews, such as problem descriptions and recommendations of the theory consistent with practical experience. **Findings and Results,** The result of the study is a evaluation model to assess potential risks and transfer to the presented business situation. The discussion will show which methods and tools for managing outsourcing projects can be used. **Conclusions and Recommendations,** The model as confirmed by the research results can be applied and recommended as a way to deal with the risks resulting from complexity and can be used in specific business situations to take the appropriate strategic decisions.

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**Keywords:** strategic management; outsourcing; risk management; complexity management; evaluation model.

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### 1. Introduction

Outsourcing will also be a crucial business model in the future. Various studies and trend analyzes confirm this. This is confirmed by the "Q2 2014 EMEA ISG Outsourcing Index" of the ISG outsourcing activities in EMEA. The market analysis company defines the first half of 2014 as a record high (Schuster, 2014). Martin Wochoer is (also)

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