



## Interview Checklist Tool to Compare BPO Firms

Your Name:	
Date of Interview:	
BPO Company Name:	
BPO Representative's First & Last Name:	
1 How long have you been in business?	
2 What company have you served that is most like my organization?	
3 How can you guarantee the quality of the training your employees receive?	
4 What quality control systems do you use, and how quickly will you notify me if there is a concern?	
5 What cloud and RPA (Robotic Process Automation) applications will you use for my services?	
6 How do you protect my company's data and other proprietary information?	
7 How does your firm take responsibility for data safety?	
8 If I suddenly need 15 additional clerical employees, how quickly can you get them trained and in place?	
9 How long are your typical contracts, and how much flexibility do they offer?	
10 Tell me about services you have provided recently where you had to coordinate with another BPO.	
11 Would you use my organization's communication channels and collaboration tools?	
12 May I interview each employee before they are assigned to my company?	
13 Do you offer business consulting as part of your services?	
14 How will you manage communication and coordination, given my time zone?	
15 Please explain your pricing and give me an approximate idea of the cost of contracting the services I need.	
Notes and Comments:	

