

Session Code: TE

CONTRACTING FOR SUCCESS IN SERVICES

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Contracting for services can be a challenge — especially when it is for complex outsourcing services. But how do the world's best do it? University of Tennessee researchers set out to answer that very question by studying some of the world's best outsourcing relationships and contracts. UT faculty member Kate Vitasek teamed up with the International Association for Contract and Commercial Management to write the 21st-century handbook for how to structure a sound service contract — *The Vested Outsourcing Manual: A Guide for Creating Successful Business and Outsourcing Agreements*. Vitasek will share the 10 essential elements that organizations need to not only consider — but must openly embrace and adopt — when they set out to establish a winning business relationship.

Kate Vitasek, author, educator and business consultant, is a nationally recognized innovator in the practice of supply chain management and outsourcing. Vitasek's approaches and insights have been widely published in respected academic and trade journals. She has contributed to more than 100 articles and five books, including her latest book, *Vested Outsourcing: Five Rules That Will Transform Outsourcing*.

Vitasek is a faculty member at the University of Tennessee's Center for Executive Education and is the founder of Supply Chain Visions — a boutique consulting firm recognized by ARC Advisory Group as a Top 10 Boutique Consulting Firm specializing in supply chain management.

She's been recognized as a "Woman on the Move in Trade and Transportation" for her leadership in the profession and was recently honored as a "Woman of International Influence" by Global Executive Women. She has served on the board of directors for the Council of Supply Chain Management Professionals and has been called a "Rainmaker" for her tireless effort in educating the supply chain profession. In 2009, she was honored as a finalist for a Stevie Award for woman entrepreneur of the year.