Outsourcing

Read the information in the resources below and complete the following questions:

* [Small Biz NSW](http://toolkit.smallbiz.nsw.gov.au/part/12/62/255)
* [70 Perth Jobs go as blinds company outsources to Asia](http://www.watoday.com.au/wa-news/70-perth-jobs-go-as-blinds-company-outsources-to-asia-20110810-1ilun.html?from=watoday_sb)
* [Qantas looked at farming out jobs](http://www.smh.com.au/travel/travel-news/qantas-looked-at-farming-out-jobs-20111023-1mel2.html)
* [Qantas staff demand end of outsourcing maintenance](http://www.smh.com.au/travel/qantas-staff-demand-end-of-outsourcing-maintenance-20081113-62qy.html)
* [Qantas secures victory over outsourcing limits](http://www.smh.com.au/opinion/political-news/qantas-secures-victory-over-outsourcing-limits-20120808-23u1o.html)
* Chapman, Business Studies in Action Textbook, pp. 89 – 93
1. Define the term *outsourcing*.
2. Identify the common reasons behind outsourcing.
3. List some common business processes that can be outsourced (page89 of textbook).
4. Read the article ’70 Perth jobs go…’.

Identify the benefits of outsourcing work according to Kresta.

1. Explain why there has been industrial action involving Qantas workers.
2. In a table explain 7 advantages and 7 disadvantages of outsourcing.