

BPO Definitions Handbook Launched



An up-to-date BPO industry definitions handbook titled “BPO & Sourcing Dictionary” has just been published and is now available at leading bookshops in Sri Lanka.

The Sri Lanka Association of Software and Service Companies (SLASSCOM) envisions the country’s revenue in the IT-BPO industry to reach one billion US dollars by 2015. To aid the process and build Sri Lanka’s Human Resource “Capacity Building Initiative” to take on the BPO Industry roles, the “BPO & Sourcing Dictionary” strives to be a useful learning tool to all in the BPO industry.

The author Ajith Dandeniya is an IT industry professional with over 25 years of significant experience in the BPO industry. He is presently the Chief Information Officer of the Hayley’s Group of Companies. Dandeniya holds a First Class Honours Degree and is an MBA (UK) holder and a regular writer to business magazines globally.