

The model of a shared service center of the company: Selection criteria and directions of transformation

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Abstract

© Medwell Journals, 2015. The study reveals the mechanism of gradual formation model of a unified service center in the process of its designing, each stage of which is a kind of determinative criterion of a variant of the center of the first generation. Achieving the fundamental targets provides the evolution of a single center and leads to a shift of emphasis from organizations of functioning to the further development. Matrix solution of tactical and strategic tasks for a large company with a wide network of branches (or for a group of companies) generates the need for removal of supportive business processes and their centralization. Justification of the choice of a particular model of a unified service center is originally carried out in the course of its designing. The definition of specific parameters of the functioning of the Unified Service Centre runs through every stage of design works like a red thread. Disclosure of benefits as well as the occurrence of the risks of using a unified service center is, to a large extent, determined by the level of its development. The philosophy of continuous improvement transforms the models of the unified service center into a model of integrated service organization, the focus of which is gradually shifting from a transactional center to the strategic objectives of business.

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Keywords

Geographical dispersion, Standardization and unification, Supportive business-process, The organizational structure, The shared service center