



**ABS
FUSION**

MBA IN GLOBAL
BUSINESS SERVICES



UNIVERSITY
OF NEW YORK
IN PRAGUE



The Hackett Institute

PROFESSIONAL DEVELOPMENT FROM THE HACKETT GROUP



| GBS MBA: **CONTEXT AND MISSION**

In the last 3 years ABSL have developed over 100 senior GBS executives through our **ABSL Fusion education programs**.

As a next step in innovation for the sector we have created a **flagship, academic, global MBA program** in partnership with leading providers in the education sector, University of New York in Prague and The Hackett Institute.



The launch of this exclusive and unique MBA in Global Business Services is in line with the **ABSL Leader's Vision** 2025 Report to provide our GBS leaders with global quality education to develop their business career.

Be one of the first to join this cutting-edge program and create the career opportunity of a lifetime.

There is only one MBA in the Czech Republic in Global Business Services.



| GBS MBA: CONTEXT AND MISSION

The program was created under the ABSL umbrella in partnership with global education experts. It is developed from the excellent International MBA programs by the **University of New York in Prague** combined with the leading global Advanced Diploma in GBS qualification by **The Hackett Institute**.

The GBS Academic curriculum is supported by exceptional ABSL Fusion sessions led by world class GBS practitioners and experts from ABSL members in the Czech Republic and Internationally.

This program is designed for ABSL Czech Republic members and provides the highest-level Academic qualification in the ABSL Fusion suite - designed as the natural complement to the highly successful Fusion Professional and Fusion Leader programs.

"We are bringing ABSL members a unique opportunity to develop their leaders and professionals through a proven blend of **global MBA** teaching and market leading **GBS qualifications**."



Jonathan Appleton
Managing Director
ABSL Czech Republic

| GBS MBA: BENEFITS



Broaden skills, knowledge and capabilities for current and future roles



Become a subject matter expert within the highly competitive GBS sector



Acquire different working methods



Explore new opportunities



Take your GBS career to the next level



Create a network and gain the recognition of global leaders and industry peers



Learn how to build a GBS organization

"You are being continuously prepared by real professionals from business to take over leadership roles, not to be just an employee."



Daniel Cunder
Shared IT Services
Medecins Sans Frontiers

GBS MBA: STRUCTURE

The duration of the MBA in GBS is 18 months starting each October. The teaching program takes place over two weekends a month and is supported by extensive online learning, written assessments and group project work.

THE PROGRAM CONSISTS OF:

12 UNYP MBA Modules */live & online/*

Business practices in Strategy, Finance, Leadership, Marketing and Entrepreneurship

10 Advanced Diploma GBS Modules */online/*

Delivered on the Hackett Institute online learning platform From Strategic alignment to Service management, Process Transformation & Organizational governance

WITH THE ADVANCED BENEFIT OF:

10 ABSL Fusion Sessions

Hot GBS topics, shared best practices and the latest from the ABSL Event Calendar

"The program provides you with an end to end understanding of business and moves you forward to the next step of your career."



Veronika Ben Mansoura
Senior Event Operations Manager
EMEA, Covidien / Medtronic

GBS MBA: CONTENT MAP

PROGRAM CONTENT:

MBA Modules UNYP

- › Developing Leadership Skills
- › Managing People and Organizations
- › Coaching and Mentoring
- › Financial Reporting and Analysis
- › Managerial Accounting
- › Financial Management
- › Operations management in the Digital Age
- › Global Marketing
- › Strategic Management
- › Corporate Governance and Social Legitimacy
- › Entrepreneurial Management
- › Managerial Economics

Core modules and Electives
28 weekends Fri-Sun
Dissertation and GBS projects

GBS Advanced Diploma The Hackett Institute

- › Strategic Alignment
- › Information
- › Service Placement
- › Process Sourcing
- › Process and Technology
- › Skills and Talent
- › Organisation
- › Governance
- › Service Management
- › Transformation Management

10 Online modules
60 hours flexible study and tests
THI advice and support

PROGRAM BENEFIT:

ABSL Fusion Leader Sessions ABSL

- › GBS global trends and drivers
- › GBS Expanding Scope and Value Added Services
- › Becoming Digital and Innovations in GBS
- › Talent Management and Leadership in GBS
- › Shaping the GBS environment

Live Fusion sessions
ABSL workshops and Annual Conference
Fusion GBS resources and benchmarking



PRICE PER DELEGATE

290,000 CZK / 11,000 EUR + VAT*



PROGRAM LAUNCH

October



SIGN UP NOW

At www.absl.cz/MBA

WHAT DOES THE PRICE INCLUDE?

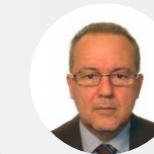
- › Internationally recognised MBA with US professional accreditation (IACBE)
- › Advanced Diploma in GBS from the Hackett Institute - Globally recognised market leader in GBS advisory practices
- › GBS MBA Diploma recognising achievements and leadership in CZ GBS sector

The University of New York in Prague (UNYP) was founded in 1998 and is offering American and Czech University degrees delivered fully in English from the central European city of Prague. The University holds program and institutional accreditations from MŠMT, BAC, IACBE, CAMBAS. UNYP is also proud of its long-lasting relationships with degree partners the State University of New York and University of Bolton.

UNYP remains one of the largest English language higher education institutions in the Czech Republic, and offers bachelor's, master's and Ph.D. programs as well as the UNYP MBA with a variety of concentrations designed to help all career professionals gain the skills needed to advance their career.

UNIVERSITY OF NEW YORK IN PRAGUE MBA CONCENTRATIONS:

- › Entrepreneurship
- › Finance
- › Management
- › Marketing
- › **Global Business Services**



Sotiris Karagiannis
Graduate Business Programs Director
University of New York in Prague

"MBA in Global Business Services provides a holistic understanding of markets, companies, people, organizations, and global world in general."

*The discounted price is available ONLY to ABSL Members

| UNYP MBA PROGRAM EXTENSION

UNYP offers an excellent opportunity to broaden your qualification through the Coaching & Mentoring Course which is a core part of UNYP's MBA program.

UNYP COACHING & MENTORING COURSE

The MBA Coaching and Mentoring course has obtained a five-year accreditation by EMCC, at the Practitioner's level. Upon successful completion of the course, participants will have satisfied the necessary requirements to apply for individual accreditation by European Mentoring and Coaching Council and will be granted coach/mentor status at either the Foundational or Practitioner's level, depending on their prior knowledge and experience.

THE BENEFITS OF THE EMCC ACCREDITATION:

- › Officially-recognised qualification as coaches/mentors
- › Receiving sufficient and proper training that meets high standard of practice
- › The course is an option for all professionals from various industries
- › Theoretical input in coaching and mentoring methodologies such as person centered, positive psychology, cognitive-behavioral coaching, solution focused, and brief coaching
- › Practice as peer to peer coaching, preparation of reflective logs, and supervision
- › 150 hours in total

EMCC exists since 1992 and works towards developing, setting, and elevating the expectation of the best practice in mentoring, coaching, and supervision for the good of the global community.

| UNYP MBA PROGRAM

The UNYP MBA is an IACBE-accredited program, offering the prestige of an American accreditation, the challenges, and rigor of a top business program, and the opportunity for current and future leaders to hone their management skills.

The program has been designed for ambitious people who wish to move up through the ranks of their corporation by attaining the necessary theoretical and practical knowledge and become the best possible executive managers.

LEARN FROM TOP BUSINESS LEADERS STUDYING MBA AT UNYP

Professors teaching in the UNYP MBA programs serve as one of the key strengths of the programs, being both academically qualified and experienced industry leaders and experts. Learn from senior executive managers of companies like Coca-Cola, British Telecom, Volkswagen, Bell Labs, 3M, etc., and the top academics from triple-accredited business schools.

Learn more about **UNYP MBA programs:**
www.unyp.cz/academic-programs/unyp-mba-programs



| THE HACKETT INSTITUTE

The Hackett Institute is the professional development arm of The Hackett Group providing professional education in traditional and emerging business areas. The Hackett Institute professional education programs are rooted in both **action and academics**: grounded in real-world implementation experiences and informed by unmatched intellectual property derived from their benchmarking data, proprietary research, and Best Practices Intelligence Center™.

Curriculums enhance the knowledge and capabilities of business professionals and, by extension, their organizations – helping them to apply Hackett-Certified™ best practices that correlate with world-class performance. These programs operationalize professional development and enable both upward and lateral career mobility.

The professional education programs include their **flagship offering, the Certified GBS Professionals** program as well as their stand-alone master classes, designed for specialized professional development, such as robotic process automation and working capital excellence.

The Hackett Institute is proud to have their **Advanced Diploma in Global Business Services** professional qualification as a constituent part of the new MBA in GBS program from ABSL and UNYP.

For more information on The Hackett Institute please visit: www.thehackettinstitute.com



| THE ADVANCED DIPLOMA IN GLOBAL BUSINESS SERVICES (ADGBS)



The ADGBS professional qualification is the highest level offered through The Hackett Institute and is aimed at those people leading Business Services centres and organizations, with the intent of equipping them with the necessary skills and capabilities to deliver strategic excellence and to enable them to drive the organization towards upper quartile performance.

The program consists of **10 individual courses which are grouped into four key areas:**

STRATEGIC ALIGNMENT	1	Development of a strategy, vision, goals and objectives for GBS aligned to business strategy
	2	Setting GBS objectives, developing KPIs and explaining requirements for GBS reporting
SERVICE DELIVERY – PLACEMENT AND PROCESS	3	Placement of services - corporate, shared services, business units, etc.
	4	Location strategy, location selection and evaluating sourcing options
	5	Process designs, controls framework, process & technology migration and improvements
SERVICE DELIVERY – ORGANIZATION AND GOVERNANCE	6	GBS staffing, competencies and skills, training and talent management
	7	Development, design and roll-out of the GBS organization model
	8	Design and implementation of GBS governance and process ownership
SERVICE AND TRANSFORMATION MANAGEMENT	9	Service strategy, service design, service operations and continuous improvement
	10	Transformation management, program and change management plans

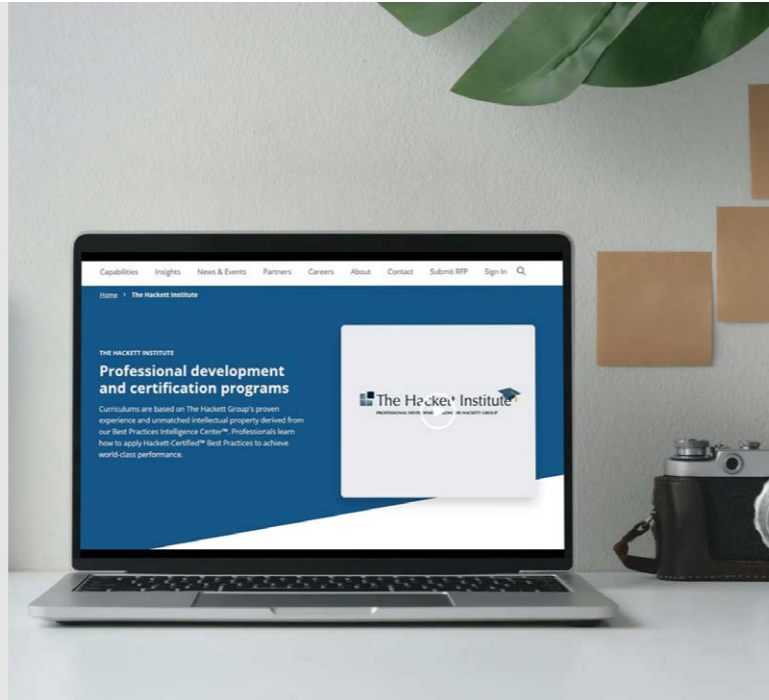
THE ADVANCED DIPLOMA IN GLOBAL BUSINESS SERVICES (ADGBS)

The ADGBS qualification is delivered entirely online and suggested study time is **50-60 hours**.

Online assessments at the end of each course are designed to test the ability to apply learning to evaluate and make decisions or recommendations i.e. going beyond knowledge, understanding and analysis.

“I can confidently say this is an exceptional program in the GBS world and practical knowledge provided here is vital for strong foundation and helps GBS move up the value chain,”

ADGBS Graduate



ADGBS ROLE MAPPING

The ADGBS qualification is valuable and beneficial for leaders in both Business Services and the wider enterprise.

EXAMPLES OF SOME OF THE ROLES THAT ARE MOST SUITABLE FOR THIS QUALIFICATION:

LEVEL	ADGBS LEADER	
GENERAL MANAGEMENT	<ul style="list-style-type: none"> VP/Head of GBS Shared Services Director Performance Management Director GBS Strategy Director/Manager 	<ul style="list-style-type: none"> Contact Centre Director Transition Director Quality/Continuous Improvement Director GBS Sourcing Director
FINANCE	<ul style="list-style-type: none"> CFO/Finance Director 	<ul style="list-style-type: none"> Financial Controller
HR	<ul style="list-style-type: none"> CHRO/HR Director HR Services Director 	<ul style="list-style-type: none"> HR Contact Centre Director
IT	<ul style="list-style-type: none"> CIO IT Services Director 	<ul style="list-style-type: none"> IT Contact Centre Director IT Infrastructure Director
PROCUREMENT	<ul style="list-style-type: none"> CPO/Procurement Director 	<ul style="list-style-type: none"> Purchase-to-Pay (PTP) Director

“This new MBA program will enable us as a sector to develop truly world-class strategic leaders who are able to help our business services organizations continue to move up the value curve and towards upper quartile performance. This new MBA is the perfect addition to the existing ABSL Fusion suite.”



Ben Hartfield
Senior Director
The Hackett Institute

ABSLS FUSION: DRIVING GBS EDUCATION

WHAT DOES ABSL STAND FOR?

Association of Business Service Leaders (ABSL) in the Czech Republic was founded in 2013. Our members are companies operating in the Business Services and Business Outsourcing Industry. ABSL Currently represents over 100 member companies, including 26 supporting members providing supportive services to the sector.

OUR VISION:

We believe that through cooperation the business services can grow, develop and innovate together. Becoming even stronger trusted partners and valued employers.

LEARN MORE ABOUT US & OUR ACTIVITIES:

www.absl.cz



"We give the business services industry a common voice to help shape its environment and destiny."



Ota Kulhánek
President
ABSL Czech Republic

BENEFITS OF ABSL FUSION QUALIFICATIONS

- ✓ Gain recognised international qualifications awarded by both ABSL and The Hackett Institute
- ✓ Learn from business services leaders, centre heads and top experts from the ABSL network and The Hackett Group
- ✓ Gain access to business services insights and analyses
- ✓ Join a strong network of ABSL professionals and The Hackett Institute alumni



"The best thing about the program is the 'Fusion' aspect of it - perfect platform to create bonds across Business Services Centres"



Ondřej Hlavička
Country Director
Edwards Lifesciences

| JOIN THE ABSL FUSION COMMUNITY

PARTICIPATING COMPANIES



“What do I enjoy the most about ABSL Fusion? Different companies, Various businesses, Diverse leaders, THE COMMON GOAL to grow the GBS sector through our people.”



Michal Brož
Global Export/Import Documentation Manager, AB InBev,
ABSL Fusion Delegate 2020

| A LEADER'S VISION FOR BUSINESS SERVICES

The focus on delivering **higher-value-added services** will require us to bring new capabilities to our centres.

Continuous improvement within the processes, coupled with digitization and automation, greatly reduces the need to support transactional services, yet increases the need to develop new capabilities and skills, with a particular emphasis on new digital profiles.



READ THE LEADER'S VISION FOR BUSINESS SERVICES IN THE NEW DIGITAL ERA:

A new key study created in cooperation with McKinsey & Company and the contribution of 28 Czech business services leaders.



Learn more at absl.cz/leadersvision

A LEADER'S VISION FOR BUSINESS SERVICES

RECOMMENDATIONS FOR GBS HEADS FROM ABSL AND MCKINSEY & COMPANY:

- ✓ GBS companies should collaborate with universities in cultivating and attracting the right talent pool.
- ✓ GBS leaders should take the advantage of ABSL organized education programs that will help them to develop the best professionals and leaders.

10 NEW SKILLS REQUIRED TO THRIVE IN A DIGITAL ENVIRONMENT, THAT YOU WILL GAIN FROM THE MBA IN GBS:

AGILITY AND CHANGE ORIENTATION Comfortable with change and shifting priorities, able to deal with ambiguity and uncertainty.	DATA SAVVINESS Ability to analyze and interpret data for key messages and storylines to support business-decision making.	ANALYTICS AND MODELING Ability to perform statistical data analysis using multiple methods, modeling techniques, and associated tools.	SERVICE DESIGN Skilled at customer-centric design of end-to-end processes. Ability to analyze and design process changes that improve customer experience.	TECHNOLOGY SAVVINESS Affinity with and understanding of technology and how to use digital tools to improve service delivery.
CREATIVITY AND INNOVATION Ability to create diverse and novel ideas; curiosity, broad interests, and boldness.	VERSATILITY Possessing an all-around, multi-faceted skill set that can be used to perform a wide variety of jobs and tasks.	CRITICAL THINKING Ability to conceptualize, apply, analyze, synthesize, and/or evaluate information.	BUSINESS ACUMEN Ability to understand key business drivers. Knowledge of factors, priorities, and business demands.	CUSTOMER FOCUS Ability to empathize with IT's internal stakeholders and focus on optimizing and continually improving user experiences.

CONTACTS



ABSL MEMBERS CONTACT

Klára Černá

Education & Members Engagement

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Learn more details & Apply at absl.cz/mba

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IČO: 02030489

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| CONTACTS

UNIVERSITY OF NEW YORK IN PRAGUE (UNYP)

Contact:
admissions@unyp.cz

Learn more about UNYP MBA programs:
www.unyp.cz/academic-programs/unyp-mba-programs



THE HACKETT INSTITUTE

Contact:
bhartfield@thehackettgroup.com

Learn more about The Hackett Institute:
www.thehackettinstitute.com





**ABS
FUSION**

**BUILD OUR FUTURE.
JOIN US.**

