**A2 Business Studies: Offshoring or Outsourcing?**

**For each of the following scenarios decide whether outsourcing or offshoring is possible, or both!**

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| **Operations Decision** | **Offshoring?** | **Outsourcing?** |
| A UK business sets up its own call centre in Bangalore (India) to serve its UK customers. |  |  |
| A toy manufacturer contracts with overseas suppliers to produce certain components which it imports into the UK. |  |  |
| A UK-based firm hands over its payroll and IT transaction processing activities to a specialist supplier in the UK. |  |  |
| A UK supermarket retailer opens its first stores in the USA managed by a team based in the USA. |  |  |

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