

Performance Optimization

Master class for one agentic AI outsourcing engagement

One engagement team. One improvement plan. Validate the underlying evidence, distinguish reporting problems from delivery constraints, and prioritize corrective work.

2 Days Onsite

One Engagement Team

Taught by Phil Hatch

Required first: Outsourcing Lifecycle Management.

Draws on Akholi's 150-engagement, 850-respondent study at Tier 1 financial institutions.

Applied curriculum and practical outputs

01	<i>Metric definition</i>	An agreed measurement record Define each measure's unit, period, inclusion rules, source, and agreed standard for agent outputs. Establish the institution's evidence record.
02	<i>Baseline validation</i>	Reconciliation with source evidence Reconcile telemetry and the underlying record with vendor reporting. Record discrepancies, uncertainty, and evidence gaps.
03	<i>Operational diagnosis</i>	Reporting errors and delivery constraints Distinguish errors in measurement or reporting from operational constraints. Identify corrective actions supported by the evidence.
04	<i>Improvement planning</i>	An actionable improvement plan Assign actions, owners, dependencies, and verification measures. Set a review cadence and quantify value where the evidence supports it.

Before the class

A pre-class interview and engagement materials guide Akholi's advance analysis and tailoring to the selected engagement.

Taught by Phil Hatch, Akholi CEO and study author. More than 30 years in global outsourcing and workforce development.

Plans and sponsor report

The team prepares its improvement plan. A post-class survey informs Phil Hatch's executive sponsor report. Vendor interviews and activation support are optional.

Private institutional class. Dates and arrangements agreed with Akholi.

Arrange a private onsite class

Discuss your institution's learning priorities

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