TRAINING
Key success factor for Outsourcing in Vietnam

Dr. Nguyen Huu Le

Chairman, TMA Solutions

Human Capital: Gold Mine for Vietnamese Software Outsourcing

70%   of population under 40 year old

(Vietnam General Statistics Office)

top **10** countries   with the Most Engineering Graduates

(World Economic Forum - Human Capital Report 2015)

Human Capital: Gold Mine for Vietnamese Software Outsourcing

160K Vietnamese Students Overseas

US
Vietnam's ranking **#8** (#1 among ASEAN countries)

17,000 Vietnamese students

Japan
Vietnam's ranking **#2**

26,000 of Vietnamese students

Australia
Vietnam's ranking **#3**

22,000 Vietnamese students

(IIE - Institute of International Education)

But...

It is still hard to recruit
a **large skilled software team** in Vietnam

because

More **ORE** than **GOLD**

GOLD rarely move!

➡ **We have to turn ORE to GOLD**

How to turn ore to gold?

Strengths & weaknesses of
Vietnamese IT graduates

Strengths	Weaknesses

Strengths
- Fast learning
- Customer oriented
- Adaptability & Flexibility

Weaknesses
- Communication
- Assertiveness
- Practical skills

How to turn ore to gold?

TRAINING	MENTORING & COACHING	WORK ENVIRONMENT
Soft skills	Find & Develop potential high performers	Set clear expectations & career paths
Assertiveness Communication English		
Practical	Motivate & Inspire	Encourage new ideas
Real scenarios OTJ training		Reward star performers

TMA Case Study: Training

Management & Leadership	Fast Track	Quality Processes
Technical Skills	Soft Skills	

Foundation Training

⬆ HIRING

UIP (University Interaction Program)	TTC (Training Center)	SDC (Student Development Center)
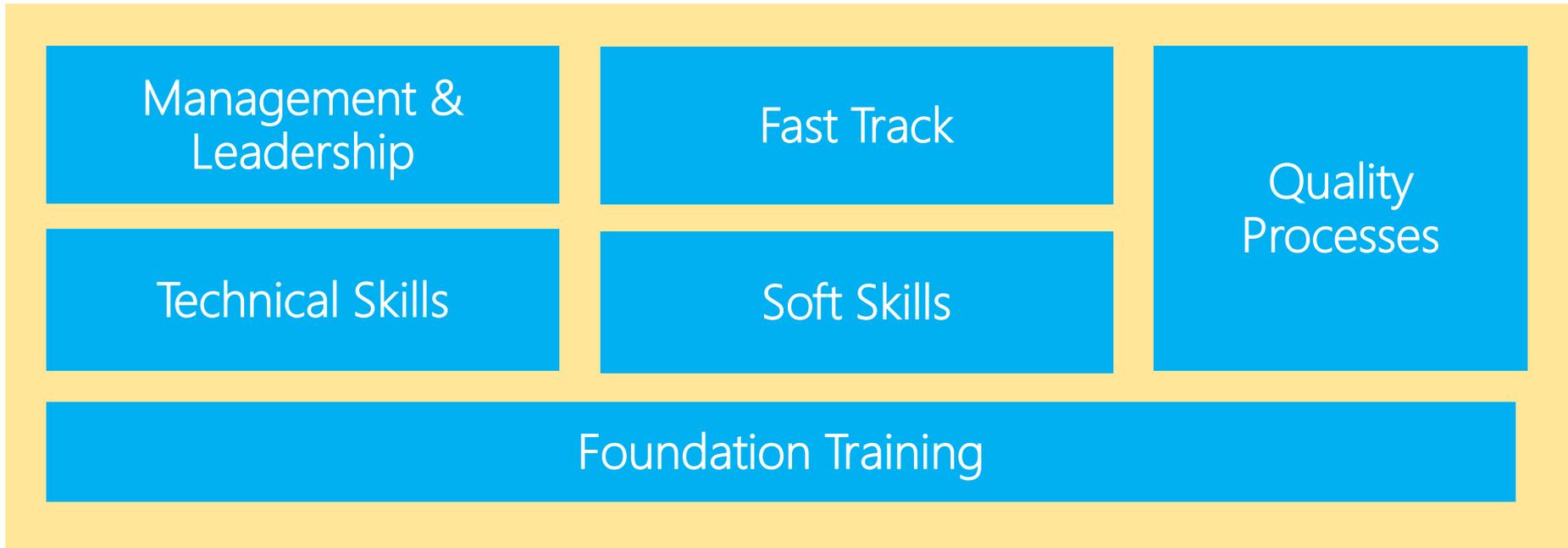
TMA Case Study: Results

Assure quality resources for growth

- ✓ Train 500-600 students per year
- ✓ Hire 300-400 engineers per year

Skilled team for large & complex projects

- ✓ 50-300 engineers per project

Grow ~ 40% p/a in the last 18 years

- ✓ from 6 to 1,800+ engineers