Outsourced Questions

1. What is “outsourcing”?  
2. Why was Todd sent to India?  
3. What was the only criteria Todd’s boss used for selecting Todd as the one to be sent to India?  
4. What was the reason for outsourcing to India?  
5. What is the reaction of most people calling 1-800 numbers and speaking to someone overseas?  
6. What is MPI and what was Todd’s specific task related to MPI?  
7. How does Todd achieve the aforementioned?  
8. Provide at least three cultural nuances that were brought out in the movie.  
9. Differentiate between the portrayal of a typical American worker and that of the typical Indian worker in terms of values and characteristics.  
10. There was an incident/complaint about an American Eagle being made in India. How was the situation handled and what did it say about principles vs. cheaper products?  
11. What are some of the problems associated with outsourcing?  
12. Why were the Indian workers not overly upset when their jobs were in turn outsourced?  
13. One of the problems with the English language is with “idioms”. The terms “kitsch” (German) and “schmuck” (Jewish) were utilized in the same sentence and caused difficulties for the Indians. How was this handled?  
14. What does “India” stand for according to the “other” American?  
15. Comment on MacDonnell’s.  
16. The only way for Todd to be comfortable in his new life in India was to do this.  
17. Comment on outsourcing as a practical business strategy.