

Contents

<i>List of Figures</i>	<i>page</i> vi
<i>List of Tables</i>	vii
<i>Acknowledgements</i>	viii
1 Introduction	1
2 The Rise of Transnational Hybrid Authority: A Primer	24
3 Service Offshoring: The New Frontier of Globalisation	54
4 Standards as Regulation	86
5 Doubling Security: Prudential Standards for Insurance Regulation	114
6 Standards to Create New Insurance Markets	140
7 The World Office: Standards and Business Process Outsourcing in India	173
8 Conclusions	209
<i>References</i>	223
<i>Index</i>	246