



An Intensive 5-Day Training Course

# Developing Purchasing Policies, Processes & Service Level Agreements

## PROGRAMME SUMMARY

This unique EuroMaTech training course on Developing Purchasing Policies, Processes & Service Level Agreements will help participants to develop and implement procurement policies and processes which will deliver the organisation's strategic procurement objectives.

Participants will learn how to create strategies for commercial advantage, control spend without stifling innovation or creating bureaucracy, and to draft clear concise policies that can be implemented in the organisation.

Date	Venue	Fee(\$)
16 - 20 May 2022	Kuala Lumpur	US\$ 5,950
26 - 30 Sep 2022	Brussels	US\$ 5,950
12 - 16 Dec 2022	Istanbul	US\$ 5,950

## INTRODUCTION

In a rapidly changing economic environment it is not only necessary to have skilled Procurement professionals, but to ensure that the organisation can implement appropriate strategies through the application of clear purchasing policies and processes, and can measure performance with relevant Key Performance Indicators and Service Level Agreements.

The Developing Purchasing Policies, Processes & Service Level Agreements training course will guide the participants through the development of appropriate procurement strategies, to creating the clear and measurable processes that will allow them to ensure that strategies are successfully implemented.

Participants on EuroMaTech's Developing Purchasing Policies, Processes & Service Level Agreements training course will develop the following competencies:

- Develop a strategic view of Procurement for their organisation
- Choose the appropriate SLAs and KPIs
- Formulate winning policies for procurement
- Maximise return on procurement with cross functional policy application
- Write policies and procedures that are clear and implementable

Virtual learning service available



## TRAINING METHODOLOGY

Participants on Developing Purchasing Policies, Processes & Service Level Agreements training course will learn by active participation through the use of programme materials, exercises, role playing, video presentations and discussions on “real life” issues in their own and each other’s organizations.

## WHO SHOULD ATTEND

The Developing Purchasing Policies, Processes & Service Level Agreements course is suitable for a wide range of professionals employed in commercial roles, but it will be particularly beneficial to:

- Professionals working in Procurement, Purchasing or Buying
- Buyers in Public, military and government organisations
- Buyers working for private companies
- Managers of Purchasing sections
- Project personnel working with contractors
- Purchasing Managers in business, government and the military

## PROGRAMME OBJECTIVES

EuroMaTech’s Developing Purchasing Policies, Processes & Service Level Agreements training course aims to help participants to achieve the following objectives:

- Define the strategic goals of the organisation
- Identify the requirements of cross-functional stakeholders
- Implement appropriate policies and procedures
- Select the appropriate sourcing routes for all types of purchase
- Minimise contractual disputes and uncontrolled spending.
- Create a balanced scorecard of Key Performance Indicators (KPIs)
- Measure performance against key performance measures and SLAs
- Draft clear, concise, actionable policies and procedures

## In-house Training

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on [inhouse@euromatech.ae](mailto:inhouse@euromatech.ae) for further information and/or to receive a comprehensive proposal.



+971 50 196 6003

**Email Address:**  
[info@euromatech.ae](mailto:info@euromatech.ae)

**Website:**  
[www.euromatech.com](http://www.euromatech.com)

## QUALITY CERTIFICATIONS & ACCREDITATIONS



# COURSE OUTLINE



## Day 1

### Procurement Strategy in the Organisation

- Role of Procurement in the organisation
- Public and private procurement strategies
- Strategic Objectives
- Segmenting the procurement spend
- Best practices
- Alignment with stakeholders
- Where do problems come from and are they avoidable?

## Day 2

### Procurement Choices and Approaches

- Single / Sole or multiple suppliers
- Appropriate procurement routes – tenders, negotiations, sole source
- Managing low value spends
- Supplier Selection processes
- Supplier Development
- National / Local supplier preference
- Partnership and Alliance relationships

## Day 3

### Policies and Procedures

- Ethics and Legal compliance
- National and International sourcing
- Electronic procurement options
- Blacklisting process
- Signing levels and approvals
- Commercial Risk Appetite
- Audit and inspection
- Process development

## Day 4

### Developing KPIs and SLAs

- Purpose of KPIs
- The Balanced Scorecard
- Using KPIs for continual improvement
- Buying Services compared to buying goods
- Role of SLAs
- Typical contents of SLAs
- Measuring internal and external performance

## Day 5

### Implementing Policies and Procedures

- Drafting clear policy statements
- Action words for clarity
- Allocating responsibility
- Writing clearly and well
- Accreditation of processes to International Standards
- Planning for implementation
- Personal Action plans

# Developing Purchasing Policies, Processes & Service Level Agreements

✓	Date	Venue	Fee(\$)
	16 - 20 May 2022	Kuala Lumpur	US\$ 5,950
	26 - 30 Sep 2022	Brussels	US\$ 5,950
	12 - 16 Dec 2022	Istanbul	US\$ 5,950

This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).\*

## Your Details

Name (Mr/Ms):.....  
Position:..... Organisation:.....  
Address:.....  
.....  
City / Country: .....  
Telephone: ..... Email: .....

## Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech
- Please invoice me
- Please invoice my company as follows:

Contact Name: .....  
Company Name: .....  
Address: .....  
Email: .....

### Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates.

### Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

### Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

### Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

### Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, email us at [info@euromatech.ae](mailto:info@euromatech.ae).

### Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

### Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

## Contact Us:

### Middle East Office:

P.O. Box 74693  
Dubai, United Arab Emirates  
Telephone: +971 4 4571 800  
Fax: +971 4 4571 801

### Email Address:

[info@euromatech.ae](mailto:info@euromatech.ae)

### Website:

[www.euromatech.com](http://www.euromatech.com)

\*VAT Announcement: The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.