



## Best Practice Purchasing Training Workshop (1 day)

### Does your company suffer from any of the following issues?

- Worry that staff are not achieving the right results from suppliers?
- Frustration at suppliers not doing what you thought they were going to do?
- Anxiety over whether you have chosen the right supplier?
- Concern that disputes have not been dealt with effectively?
- Difficulty with knowing what to look for when choosing a supplier?

This course has been designed to ensure participants become confident in purchasing. It equips attendees with a suitable framework and range of tools and methodologies in order to achieve effective purchasing. In our experience, many staff are asked to undertake purchasing without any relevant training. Attendees' companies will gain by purchasing more cost-effectively and efficiently.

### By the end of the course candidates will be able to:

- Create a quote request for items.
- Evaluate a supplier.
- Manage internal and supplier expectations
- Set suppliers clear goals throughout the relationship
- Resolve disputes swiftly and realistically

Our trainer has widespread experience of purchasing. This means that participants will be able to discuss real-life situations with the trainer who can understand the challenges of purchasing and offer relevant advice.

This course is aimed at all staff that have a purchasing role, be they buyers or members of administration teams. The course will be particularly relevant for those who are new to purchasing or who lack confidence in purchasing. It is recommended that this course is taken together with the Effective Negotiation course.

This is a full day course. Attendance is limited to a maximum of eight participants. This ensures that all candidates receive suitable personal attention and feedback throughout the course.

## The workshop agenda:

### Creating a quote request

- Creating a specification
- Other essential details
- Service levels

### How to evaluate a supplier

- The right evaluation strategy
- What issues to evaluate
- Evaluation techniques
- Evaluating evaluation
- Auditing issues

### Price versus quality

- Specifying requirements
- Comparing prices
- So what is a good price?

### Understanding a balanced relationship

- What the client should expect from the supplier
- What the supplier should expect from the client
- The right relationship length

### Setting the correct service level

- A commercial or legal agreement?
- Service level requirements
- Ensuring the service level agreement is measurable and enforceable

### Supplier reviews

- Systems to ensure the review is worthwhile
- Setting the agenda
- Following on from the review

### Resolving Disputes

- Dispute escalation ladders
- Obtaining the facts
- Resolution strategies
- Dealing with internal issues
- Advice on specific purchasing issues can be given to participants upon request.

At the end of the course participants will be asked to fill in an action plan of how they intend to change their purchasing behaviour as a result of the course and this can be fed back to management if requested.