Purchasing & Procurement Center

2013 Procurement & Contracts Trainings
Kuala Lumpur, Malaysia & Dubai, UAE

PROCUREMENT TRAININGS

Global Procurement Best Practices
27-28 May 2013, KL, Malaysia

Materials & Demand Planning
29-30 May 2013, KL, Malaysia

Finance for the Purchasing & Procurement Professional
1-2 July 2013, KL, Malaysia

Negotiation Planning & Strategies in Procurement
2-3 Oct 2013, KL, Malaysia

Cost Price Analysis for Purchasing
20-21 Nov 2013, KL, Malaysia

Excellence in the Procurement of Services
2-3 Dec 2013, KL, Malaysia

Category Management in Purchasing
4-5 Dec 2013, KL, Malaysia

Effective MRO Purchasing
9-10 Dec 2013, KL, Malaysia

Developing Internal Customer Relationships for Procurement Professionals
11-12 Dec 2013, KL, Malaysia

CONTRACTS TRAININGS

IT Contract Management
1-2 July 2013, KL, Malaysia

Contract Administration: From Beginning to End
29-30 Aug 2013, KL, Malaysia

IT Contracts Negotiations
14-15 October 2013, KL, Malaysia

IT Contract Development
2-3 December 2013, KL, Malaysia

Commercial Contracts Management
4-5 December 2013, KL, Malaysia

SUPPLIER TRAININGS

Supplier Relationship Management
27-28 August 2013, KL, Malaysia

Supplier Qualification & Performance Measurement
30 Sep-1 Oct 2013, KL, Malaysia

Supplier Risk Management
18-19 November 2013, KL, Malaysia

THREE REASONS
WHY YOU NEED TO ATTEND:

First, the only result-based trainings, where you will discover practicable strategies that give you results.

Results like where you receive 150% more discount than what supplier offered:

"I attended your just concluded seminar 2 days ago. Just started working today and this afternoon I applied what I learned … to negotiate price for diesel. … supplier offered me a discount which is equivalent to 0.8%. I studied the PPI and found out that it is in the region of 2%. Therefore I asked for 20 reduction … The supplier lamented that the price I offered is too low. I said it is a reasonable demand, and should they not agree to it, I would bring it elsewhere. 5 minutes later, they call me and said 'Your will shall be done'.

Second, the only procurement courses that cannot be compared with others out there, just as one client of ours said:

"I could not give more praises to your course. Believe me, I have attended 2 procurement courses, and it is nothing as compared to yours. I would say it is money well spent for your course."

Third, the only procurement courses that you can try out RISK – FREE.

100% Money Back Guarantee – No Questions Asked. Attend the course and if you don’t like it for any reason, just tell us. Your organization will get the money back.

Are you still thinking?
Take us up on our challenge and see the difference that you and your team will make to your organization, your career advancement and your pay raise, after attending these courses.
I. Consultancy Services

1. Procurement Cost Reduction
This project will involve analyzing your procurement expenditure and classifying it – once that is done you have a list of suppliers or items purchased to start your cost reduction initiatives.

Once the items are identified we start getting immediate results by asking suppliers to join a reverse auction/e-bidding platform where they bid down prices from other suppliers.

Results Expected: Typical results you can expect are from 5% to 20% savings.

2. Best Procurement PracticesGap Analysis
This project combines training & consultancy. While teaching Best Procurement Practices, we explore and find out your organization’s existing procurement practices. Then we benchmark your current practice with procurement world class practices – see where the gap is and finally design a plan to close the gap.

Results Expected: At the end of the project your team will have a plan that outlines the actions to take to close the gap. Ultimately you will be able to implement best procurement practices in your organization.

3. Supplier Development & Relationship Management
This project involves training your team to put in place world class practices for:
- Supplier Qualification & Selection
- Supplier Development
- Supplier Relations
Plus a supplier survey (online) that includes a report outlining your suppliers’ feedback.

Results Expected: Proper processes to select and qualify suppliers, plus strategies to manage supplier relations and development.

4. Customised Consultancy Project Based on Specific Client Requirements
Based on your own unique situation we shall look at your specific situation in your organization and what needs to be implemented. This project will usually follow up after any of the first 3 projects above where we have found more about you and your organizations circumstances.

Results Expected: In-depth implementation of your organization procurement plans.

II. Procurement Software

1. PPC E-Purchasing
PPC E-Purchasing handles both direct and indirect goods and services purchase and automates and streamlines the purchasing process.

This solution will help to avoid off-contract purchasing and inefficient and expensive manual ordering process, plus high costs of processing typically high volume, low value purchases.

PPC E-Purchasing is offered both as an on-premises installation as well as a hosted service. The hosted service removes the requirement of hardware acquisition and management on-site and it can get you started immediately.

PPC E-Purchasing includes: RFQ, Quotation, Purchase Order, Delivery Order, Invoice, Reporting, Catalogue etc.

2. PPC E-Bidding
PPC E-Bidding is a sophisticated eBidding Solution designed to deliver significant purchasing savings. PPC E-Bidding is a web-based solution and is accessible on the web.

The user interface and portal can be Customer-branded to match corporate identity standards by customising colour schemes and portal branding.

PPC E-Bidding is used as a negotiation tool to achieve significant savings. To participate in an eBidding event, authorised users from pre-selected suppliers who have been invited to bid logon to the hosted portal with a secure ID and password.

3. PPC E-Tender
PPC E-Tender is a sophisticated web-based solution designed to cover the entire tendering process from tender specifications right up to tender approval and award.

PPC E-Tender enables online tender documents issuance and invitation to bid. Suppliers receive tender invitations and download tender specifications online.

After online evaluation from the tender committee PPC E-Tender is used to issue the results of the tender exercise electronically to the participating suppliers.

III. Procurement Trainings Outsourcing

While most organizations focus on training their people, unfortunately this applies to technical and sales skills training. Procurement is left behind on the training part – Fact: On an average organizations train their procurement staff 15 hours a year, as compared to 41.5 hours a year for sales staff.

PPC Procurement Trainings Outsourcing focus on providing extensive strategic skills training on procurement, sourcing, contracts, supplier management and development and materials and inventory. You can train your team in-house if you have a group of more than 10 people or you can also select batches of people to attend our public programs. Below is a list of trainings that you can train your people on.

NOTE. We eat, breath and even sleep with procurement in mind. If you are looking for a procurement training topic that is not found below, contact us. We’ll do that training for you.

Procurement Trainings
Best Procurement Practices
Cost Reduction in Purchasing
Purchasing Performance Measurement
Purchasing Negotiations
Capital Equipment Purchasing
Leadership & management For Procurement
Category Management in Procurement
Preventing & Managing Backdoor Selling
Purchasing for Non-Purchasing Professional
Fraud Prevention in Contracts & Purchasing
Enhancing Procurement Performance thru Analytical Techniques
Lean Practices in Purchasing
Procurement Ethics
Cost Price Analysis
Buying Services
MRO Purchasing

Supplier Management & Development
Improving Supplier Performance Thru Audits & Surveys
Supplier Relationship Management
Supplier Selection & Qualification
Supplier Risk Management
Supplier Development
Supplier Certification
Supplier Selection
Supplier Collaboration
Supplier Ratings

Commercial Contracts
Contract Management & Administration
Contract Development
Contract Negotiations
Contract Terms
IT Contracts
Oil & Gas Contracts
Construction Contracts
Tender Management
Contract Specification Writing

Strategic Sourcing
Seven Step Strategic Sourcing
Implementing Global Sourcing

Materials & Inventory
Materials & Demand Planning
Inventory Management
Warehouse Management
Supplier/Vendor Managed Inventories
Today's business environment
- Impact of the Supply Chain
- Lean thinking principles
- Customer satisfaction and collaborative relationships
- Global posturing
- Information technology and its influence

Overview of concepts application
- What is forecasting?
- The four (4) factors affecting a forecast
- Demand Management and its correlation with forecasting
- Statistical inventory management & control
- Inventory investment versus service levels
- How lead time and various inventory replenishment systems affect customer satisfaction and investment

Database Development
- Terminology
- Database map and editing
- Why merge databases

Forecasting
- Its impact on a business...pro and con
- What is the complexity of your environment?
- Forecast process strategies
- Various approaches/methods of forecasting
  - Affects of product life cycle position

Demand Management
- Reasons for inaccuracy
- Monitoring the forecast for variation
- Techniques used Bias, trend signals, demand filters and others
- Customer Relation Management (CRM)
- Collaborative Planning Forecasting and Replenishment

Sales and Operations Planning (S&OP)
- What is it and its role in a company?
- Identifying the product/service hierarchy
- The five (5) process steps involved in creating a S&OP
- Developing a S&OP grid
- Outputs from the S&OP
- Assessing your S&OP process – What then?
- The benefits of the S&OP

Inventory Management and Control
- Why carry inventory?
- Ten (10) critical inventory issues
- The relationship of inventory to forecast revision, demand consolidation and succession
- Inventory management versus control
  - Three (3) steps to inventory control
  - Safety stock, why and how much?
- Service policy a realistic necessity
- Average inventory
- Measurements
  - Turns versus days of supply
  - Other performance indicators
- Inventory and forecast variability
- Ordering rules/policy
- Replenishment alternatives
  - Kanban, ROP, MRP, VMI & others
Overcoming the challenges in contract implementation
- Developing a implementation project plan
- Keeping the roles and responsibilities clearly understood
- How to overcome resistance points and barriers in the implementation

Addressing the differences in contract administration and management
- What is contract Administration
- What is contract management?
- Keeping focused on the rights and responsibilities throughout the fulfillment phase

Selecting Contract Management Software that is a best fit to purpose
- What is your electronic contracting strategy?
- Which options are the best fit for your strategy?

Managing the contract change order process
- What is a change order and why does it happen?
- Understanding the relationship dynamics behind a change order
- Documenting the change order and preventing excessive changes

Embracing Supplier Relationship Management tenets in contracting
- What is Supplier Relationship Management?
- Understanding the benefits of a well managed supplier relationship

Applying Customer Relationship Management principles in contracting
- What is Customer Relationship Management?
- Understanding the benefits of a well managed customer relationship
- Keys to success in Customer Relationship Management

Utilizing Alternative Dispute Resolution options
- What is arbitration?
- What is mediation?
- Exploring negotiation options before taking the litigation path

Managing key contracts in the IT/ Outsourcing sector
- Hardware equipment sales agreements
- Hardware and software maintenance agreements
- Software licensing agreements
- Telecom and cloud services agreements

Managing contract close-out
- Why do contracts terminate?
- Understanding the rights and responsibilities that survive termination
- Closing out the contract - communication and change management considerations

“One of the best courses I’ve been to and a great help to my work”

“Practical, Easy to Understand and Extremely Useful. What more can I ask.”
Supplier Relationship Management

27-28 August 2013, Kuala Lumpur, Malaysia

Session 1 Procurement has leveled up so that it is now in a position to affect company profitability dramatically.
- The essentials for change
- The organizational challenge
- Missions, goals and performance expectations
- Critical Supply Strategies

Session 2 Where does the organization fit in the Supplier Relationship Management Maturity Model?
- Defining Supplier Relationship Management (SRM)
- The SRM Maturity Model
- Major Components of SRM
- Defining Levels of the Organization’s SRM Maturity

Session 3 Global procurement strategies require accurate spend profiles by common purchasing hierarchical coding. Yet few enterprises have accurate spend or supplier performance data.
- Where to start the integration process
- The critical ABC analysis
- Developing the spend profile
- Commodity and service coding
- Using Excel Pivot Tables in Spend Analysis

Session 4 Increased outsourcing and customers’ supply chain demands will require more effective strategies for managing the supplier base.
- Segmentation of the supplier base
- Defining the alliance
- The alliance process
- Success factors and barriers to alliances

Session 5 All world class organizations have long ago stopped talking about whether or not they must improve processes, instead they focus on how much and how fast the process improvements should be.
- Focusing on high value activities
- Reengineering is a must
- Detailed Mapping of Processes
- Be on the Look Out List

Session 6 We must make Supplier Relationships Management and collaboration core competencies of our organization.
- Transforming the supplier relationship
- Developing the skills required for good relationships
- Defining the organization’s mission in building supplier relationship
- Communication, trust, and credibility as key elements
- 20 Best Practices for managing supplier relations
- A survey for letting the supplier rate you

Session 7 The reality is that we cannot perform better than our suppliers.
- Maintaining good supplier performance
- Example procedure for supplier selection and qualification
- Who and What to Measure
- Monitoring supplier performance
- Maintaining a supplier performance index
- Supplier recognition
- Supplier’s expectations

Session 8 Identifying and Managing Supply Risk is a major component of SRM and essential to the long terms success of any organization.
- What exactly is “Supply Risk”
- Trends Leading to Greater Risk
- Typical Risk Management Process
- Risk Categories

Contract Administration

From Beginning to End

29-30 August 2013, Kuala Lumpur, Malaysia

Effective Contract Administration
- Objectives Of Contract Administration
- The Most Critical Elements
- Skill Sets
- Key Players In Contract Administration
- Typical Inputs To Contract Administration

Analysis of the Contract
- Starting The Contract File
- Understanding the Statement of Work and Establishing Major Deliverables
- Post Award Conference
- Typical Contract Measurements

Typical Outputs of Contract Administration
- Supplier Relationship Management
- Cost Control
- Forecasting Performance
- Monitoring Progress
- Risk Analysis
- Responses To Risk

Maintaining Schedules & Dealing with Changes
- Expediting Techniques
- Contract Changes
- Example Changes Clause
- Requesting Cost Breakdowns
- Types of Cost that Make up Price
- Evaluating Price Changes

Issues In Contract Performance
- Force Majeure
- Liquidated Damages Clause
- Types Of Contract Termination
- Breach Of Contract

Acceptance and Close Out
- Final Acceptance
- Claims And Disputes
- Close Out Procedures
- Post Contract Review Meeting

“Effective Contract Administration especially usage of producer price index.”

General Manager - Finance
Pertubuhan Keselamatan Sosial (PERKESO)

“Broaden my knowledge in Contract Management & Administration to be the world class contract.”

JKT - Indonesia
PT Petrosea TBK—Indonesia
Session 1: Achieving Supplier Total Quality
- World Class organizations understand that their success will be determined by their abilities to select, manage, and continuously improve a complex network of suppliers.
- How Are We Doing In Supplier Assessment & Performance Measurement?
- Steps In Achieving Total Quality From Suppliers
- Achieving Total Quality From Suppliers-What Will Not Work!

Session 2: What can Measurements Accomplish
- Determining the best approach for supplier performance measurement requires that you first clearly define the objectives of such a system as it relates specifically to your organization.
- Objectives of Supplier Performance Measurement
- Best Practices In Supplier Qualification
- Best Practices in Supplier Performance System
- Best Practices in Supplier Relations

Session 3: Developing the Qualification Process
- Selecting the best supplier through the implementation of a world class supplier qualification procedure is one of the most important parts of the Supply Management Process.
- Developing The Qualification Process
- The Preliminary Supplier Assessment
- The Supplier Site Assessment
- Who Participates In Supplier Qualification
- The Supplier Evaluation Forms
- Qualified Supplier List

Session 4: Supplier Performance -What to Measure
- In our efforts to increase margins, it is critical to understand the areas in which supplier performance most significantly drives Total Cost of Ownership.
- Key Elements Of Supplier Performance Measurement
- Common Performance Categories
- Category Weighting
- Deciding Which Suppliers To Measure
- The Difficulties Of Measuring Supplier Performance
- Quantitative Vs. Qualitative Data

Session 5: Collecting Rating and Reporting Supplier Performance
- Only about ½ of the organizations measure supplier performance and only about 5% of them do it well.
- Collecting the Data
- Rating Methods - Basic Points
- Rating Systems Options
- Developing Performance Standards
- Applying Supplier Performance In Total Cost Of Ownership (TCO)
- Performance Indexing as a KPI

Session 6: How to Use Performance Measurements
- In addition to mitigating risks of supply disruption and lowering total costs, there are a number of other benefits from measuring and analyzing supplier performance.
- Benefits From Measuring And Analyzing Supplier Performance
- Establishing Expectations
- Sharing The Information
- Holding Supplier Recognition Events

Session 1 discusses how business people understand that among the many hats they wear the ability to be successful in negotiations is essential to the growth and future of their organization.
- **Steps in Negotiation Preparation**
  - When does the negotiation start?
  - The most important thing to remember in negotiations
  - Comparing approaches in negotiations
  - Reducing the impact of back door selling

Session 2 brings home the concept that no amount of negotiator experience skill or persuasive ability can make up for the lack of thorough preparation.
- **What Gets Negotiated?**
  - Defining the issues
  - Issues in important terms and conditions
  - Timing as an issue
  - Valuing the issues
  - Rating & issue types
  - Total cost of ownership considerations

In session 3 we will explore how in business negotiations the amateur has only a few issues but the professional negotiate many issues.
- **Assess Strengths & Weaknesses**
  - Standards of ethics in purchasing and contracting conduct
  - Sharp practices
  - Pressure Points
  - Understanding the other side’s power
  - Evaluating your position
  - Know your BATNA
  - Single and sole source negotiations

Session 4 discusses how your reputation and that of your organization will have a significant influence on the outcome of the negotiations as will each sides strengths and weaknesses and recommendations on how to deal with the most difficult negotiation that is with a single or sole source.
- **Defining the Negotiation Objectives**
  - Determining initial positions
  - Negotiation objectives diagram
  - Negotiations planning forms
  - Impact of other influences
  - Team Negotiations
  - Final preparation
  - Determine strategies
  - Negotiation with others in your organization
  - Common Negotiation Tactics & Countermeasures
  - Post review and analysis
  - 18 important negotiation points to remember

Session 5 develops additional understanding in how expert negotiators have very well defined initial targets and fall back positions for every issue being negotiated as well as knowledge about common tactics used by the other side.

Session 6 will provide participants with the opportunity to negotiate model cases and discuss the results to provide an opportunity for hands on experience.
**IT Contracts Negotiations**

Negotiating Contracts To Achieve Greater Value in the IT & Outsourcing Sector

14-15 October 2013, Kuala Lumpur, Malaysia

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**Defining viable and effective negotiation tactics**
- Knowing the tactics and when to use them anticipating the tactics of the other side - and planning how to react and respond
- Assigning certain tactics and roles to the appropriate team members - and preparing for the implementation

**Exercise 1 - Addressing twenty potential tactics, and selecting the right ones, for negotiating a IT/Outsourcing contract**

**Developing a robust negotiation strategy document**
- Defining the overall strategic outcome of a negotiation
- Key elements of a negotiation strategy document
- Socializing the negotiation strategy throughout the enterprise before the negotiation formally commences

**Exercise 2 Creating useful multi-purpose negotiation strategy documents - from data modeling contracts to hardware maintenance contracts**

**Pursuing a positional negotiation approach**
- What is positional negotiation?
- Knowing when to use positional negotiation approaches

**Creating a principle-based negotiation strategy**
- What is principle-based negotiation?
- Knowing when to use principle-based negotiation approaches
- Understanding the risks and benefits of principle-based negotiations

**Exercise 3 - Role play: Negotiating a maintenance services agreement, using a principal-based approach**

**Mastering the challenges of internal negotiations**
- The differences between internal and external negotiations
- Tactics and strategies for internal negotiation success
- Understanding the stakeholder - negotiation adversary or enabler?

**Exercise 4 - Negotiating a services contract to support stakeholders across the entire integrated, multi-national enterprise**

**Populating the negotiation tool box**
- The proliferation of electronic negotiation platforms
- The need for negotiation strategy documents
- Capturing lessons learned and driving continuous improvement across other negotiations

**Calculating financial equivalents in a winning negotiation**
- How to measure financial equivalents in a negotiation
- What to do when negotiating the immeasurable. Keeping score - even when the financial equivalents change

**Exercise 5 Negotiating a IT maintenance services contract - and knowing the value of what was gained and given**

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**Supplier Risk Management**

18-19 November 2013, Kuala Lumpur, Malaysia

**Session 1**
As with all important aspects of business, there should be a formal process, policies, and clear designations of responsibility and accountability.
- Typical Risk Management Process
- Risk Management Framework
- Defining Supply Management Risk
- Trends Leading To Greater Risk
- Barriers To Risk Management
- Stakeholders

**Session 2**
This session takes us into the 2nd phase of the process which is to begin to identify the major areas of supplier risk
- Identify The Risks
- Purchases To Consider In Risk Identification
- Pareto Analysis
- Spend Segmentation
- Quantitative Approach To Segmentation
- Risk Register Formats
- Categories Of Risk
- Sourcing Strategy Risks

**Session 3**
We will focus on risk gather techniques to ensure that we have adequately covered the most significant risks that we have knowledge about.
- Risk Gathering Techniques
- SWOT Analysis
- Scenario Planning
- Brainstorming Methods
- Fishbone Diagrams
- Expert Interviews
- Flowcharting
- Analog process

**Session 4**
Supply risks occur not only with our immediate suppliers, but up and down the supply chain. Yet studies have shown us that most buyers rarely look or communicate beyond the 1st tier.
- How Far Down And Up Do You Look For Risk?
- Risk In The Supply Chain
- Supply Chain Mapping

**Session 5**
Determining the probability and impact of a defined risk is critical to deciding the mitigation efforts.
- Analyzing The Risk
- Risk Probability
- Risk Impact

**Session 6**
Once the probability and impact of a risk has been determined we need a way to show the risk and where it fits in some form of overall ranking or risk matrix.
- Probability And Impact Matrix Examples
- Developing A Probability And Impact Risk Register
- Assessing Vulnerability Elements
- Methods For Ranking And Prioritize The Risk

**Session 7**
In this session we will review the classic methods of managing the risk including the contract approaches to control risk.
- Managing the risk
- identify responses to risk
- types of internal control
- proportionality of control
- contract approaches to risk
- Mitigation Techniques

**Session 8**
This last session brings us to steps to complete the supplier risk management process, and also address areas that hopefully will reduce or eliminate risks in future procurement strategies.
- Identifying Probable Owners Of The Risk
- Example Of Risk Register With Cost/Benefit Analysis

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**Purchasing & Procurement Center**

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Cost Price Analysis for Purchasing  
20-21 November 2013, Kuala Lumpur, Malaysia

Cost and Price Analysis
World class purchasing operations justify the price they are paying by formally documenting why they consider a price or price increase to be fair and reasonable.
- Fair and Reasonable Prices
- Supplier Pricing Models
- Managing Price Increases
- Difference Between Cost And Price Analysis
- Selection Tool

Methods of Price Analysis
Understand the Price Analysis method and the use of Price Indexes.
- Competitive Bidding
- Comparison Price List & Market
- Historical Analysis
- Price Indexes
Exercise - Using Estimating Cost Relationships

Methods of Cost Analysis
Gain essential skill sets for continuous improvement programs through the different elements of cost that make up a seller’s price.
- Major element cost
- Sources of Cost Information
- What are the Supplier Overheads and how important are they?

Developing “Should Costs” and Forecasting
Develop the “Should Cost” for a part and also a service and learn how this can be done for future costs. Be skilled at methods on how to get market information and how one could use this to factor in the potential impact on future prices.
- Case Study: Determining Current “Should Cost”
- Obtaining Market Knowledge and Forecasting

Supplier Provided Cost Data
Learn methods of getting supplier cost data.
- Requesting Supplier Cost Info
- Issues In Analyzing Supplier Cost Breakdown

Cost Volume Profit Analysis
How do you determine the fixed and variable cost from suppliers’ proposal of prices for different quantities?
- Fixed and Variable Costs Defined
- Use Of Cost Volume Relationships
Exercise - Calculating Fixed & Variable Cost Algebraically

How Much Profit Should the Supplier Make?
Buyers should be aware of the profit their suppliers are making and should ensure that it is adequate but not excessive.
- Reviewing the Weighed Guidelines

Total Costs of Ownership (TCO)
World class organizations do not make purchasing decisions based on price alone but on the Total Cost of Ownership during the life of the product or service. Learn the important concept, rarely used in most procurement organizations, and the different methods of implementing it.
- Cost Models
- Value Models
- Approach to Implementing TCO
Exercise - Using Supplier Performance to make a quantitative calculation

Note: Please bring calculator.

Excellence in the Procurement Procurement of Services  
2-3 December 2013, Kuala Lumpur, Malaysia

Procurement Objectives
Here we examine those basic but key aspects that give us the groundwork from which to launch improvements.
- Procurement Evolution
- Strategic and Corporate Procurement
- Procurement Objectives and the Five Rights
- Procurement by strategic requirements of the service
- Procurement strategy overview
- Procurement process cycle overview
- Contract management overview
Case Studies include: Toyota USA and buying third party logistics

Services Definition and specific characteristics
We look here at just how services differ from buying goods/materials and explore why services need to be handled differently.
- Service are different purchases
- Service procurement in production organisations
- Service specification
- Supplier selection
- Service quality
- Managing perceptions and satisfaction
- Service quality improvement
Case studies include: Categorizing cleaning services

Outsourcing and Services
- Services are commonly outsourced completely; therefore in this section we explore this further
- Definition and history of outsourcing
- Important aspects for buyers when outsourcing
- Outsourcing strategy
- Outsourcing implementation guidelines
- What can go wrong with outsourcing?
- Service level specifications
- Outsourcing and risk elimination
- Outsourcing as a paradigm change
- Transfer of undertakings protection of employment (TUPE)
Case Studies include: Buying Third Party Logistics

Service contexts
Services have their own unique contextual aspects and in this section we explore some of the procurement specifics and buyer knowledge that is needed.
- Third party logistics (3PL)
- Consultancy
- Marketing services
- Legal services
- Business travel
- Facilities
- Catering
- Identifying the key Aspects for each service context
Session 1
Taking the first and most important step in developing a contract - the results versus resources decision!
- What is a result versus resource transaction?
- Understanding the impact on the contract structure and language
- Understanding the impact on the risk allocation, pricing and overall relationship
**Exercise 1** Exploring whether a hardware maintenance contract is a results or resources contracting opportunity

Session 2
Prioritizing the contracting objectives
- Developing a list of contracting objectives - technical and commercial to legal
- The difference between rating and ranking - and the iterative approach
- Separating wants from needs
**Exercise 2** Identifying and prioritizing objectives on a software development contract

Session 3
Understanding the power curves and their impact on contracting
- The keys to maximizing power
- Understanding the shift in power and how to control the shift
- The impact of power on negotiations
**Exercise 3** Developing a contracting strategy for an outsourcing contract project

Session 4
Recruiting and deploying the ideal contracting team
- Creating an effective core team
- Including stakeholders from across the organization as an extended team
- The role of senior management and internal sponsors - gatekeeper or not?

Session 5
Understanding the relevance of corporate strategies in contracting
- Corporate growth strategies and how to enable them
- The emergence of reputation risk and how to mitigate it through contracting
- Policies that can be either enabled or disabled through effective contracting
**Exercise 4** Understanding the new direction corporate technology is leading - and how to align the contracting capability

Session 6
Integrating sourcing and sales strategies into the contracting strategy
- The emergence of strategic sourcing and category strategies
- Understand how sales and revenue recognition strategies drive transactions and negotiations
- Integrating commercial relationships across the entire enterprise - how can sourcing impact sales and vice versa?

Session 7
Defining the contracting process
- The key phases in world-class contracting processes
- Managing the gates in a gated contracting process
- Mobilizing the optimal tools and talents throughout the contracting process
**Exercise 5** Avoiding contracting problems by integrating clarity into a Master Services Agreement (MSA) for software development and maintenance services

Session 8
Implementing a world class contracting strategy
- Developing a project plan to implement a contract in both entities
- Setting realistic timeframes and milestones
- Anticipating resistance points and barriers - and overcoming them

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**IT Contract Development**

2-3 December 2013, Kuala Lumpur, Malaysia

**Category Management in Purchasing**

4-5 December 2013, Kuala Lumpur, Malaysia

**Understanding procurement and category management**
- Procurement and purchasing definitions
- A vision for procurement
- The 21st century procurement challenge
- Procurement and the Supply Chain
- The B Supply Chain Rules
- Supply chain excellence and shareholder value
- Competitive advantage
- The 2008 economic crisis and the consequences for the supply chain
- Procurement structure options
- Category Management definitions
- The evolution of Category Management
- Category grouping overview
- The three aspects to be considered in category groups
- Category Management structures

**Maximising value and procurement excellence by using varied routes**
- The procurement excellence roadmap
- The Purchasing and Supplier loops
- Why we should use Category Management
- How category management improves value
- How category management builds from P2P and the procurement cycle
- Integrating approaches
- The two outcomes to maximise value from procurement
- The value opportunities that come from using Category Management

**Understanding the supplier sourcing and selection routes**
- Traditional purchasing revisited
- The P2P and procurement cycle
- Value and risk analysis
- Kraljic matrix
- The Category management and value opportunities
- Volume concentration
- Best price evaluation
- Low cost country sourcing

**Understanding collaborative supplier management**
- Supplier management objectives
- Supplier customer connections
- Supplier service
- Supplier management and contract management
- Best practice contract management
- Supplier relationship management definitions and aims
- Applying Supplier relationship management
- Collaboration
- Supplier development definitions and aims
- Best practice in supplier development
- Changed views and lessons
- Benefits and improvements
- The Category Management outcomes and value opportunities
- Specification improvements
- Oint process development and linking price with suppliers
- Value chain disruption and managing supply chain risk
- Best practice in supplier management

**Recognising and overcoming the barriers to Category Management**
- The 6 Common barriers and challenges
- Internal conflicts
- Perception of procurement
- Lack of creativity
- Skill sets
- Trust
- Fear of change

Overcoming such barriers & Using Best Practices in the implementation of new ideas

**The 4 step model for introducing Category Management**
- Understand the current situation
  - Key questions
  - Research and analysis
- Design and improvement
  - Key questions
  - What needs doing
- Plan the new processes and structures
  - What needs doing
  - Key questions
- Operate and review the new processes
  - Key questions
  - What needs doing
  - Making strategy a continuous process

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Purchasing & Procurement Center 📞+603 7665 2035 📞+603 7665 2038 ✉️registration@purchasing-procurement-center.com
Session 1 Overcoming the challenges in contract implementation
- Developing a implementation project plan
- Keeping the roles and responsibilities clearly understood
- How to overcome resistance points and barriers in the implementation

Session 2 Addressing the differences in contract administration and management
- What is contract Administration?
- What is contract management?
- Keeping focused on the rights and responsibilities throughout the fulfillment phase

Session 3 Selecting Contract Management that is a best fit to purpose
- What is your electronic contracting strategy?
- Which options are the best fit for your strategy?

Session 4 Managing the contract change order process
- What is a change order and why does it happen?
- Understanding the relationship dynamics behind a change order
- Documenting the change order and preventing excessive changes

Session 5 Embracing Supplier Relationship Management tenets in contracting
- What is Supplier Relationship Management?
- Understanding the benefits of a well managed supplier relationship

Session 6 Applying Customer Relationship Management principles in contracting
- What is Customer Relationship Management?
- Understanding the benefits of a well managed customer relationship
- Keys to success in Customer Relationship Management

Session 7 Utilizing Alternative Dispute Resolution options
- What is arbitration?
- What is mediation?
- Exploring negotiation options before taking the litigation path

Session 8 Managing key contracts in the Outsourcing sector
- Hardware equipment sales agreements
- Hardware and software maintenance agreements
- Software licensing agreements
- Telecom and cloud services agreements

Session 9 Managing contract close-out
- Why do contracts terminate?
- Understanding the rights and responsibilities that survive termination
- Closing out the contract—communication and change management considerations

MRO’s and the supply chain
- The importance of MRO items
- Categorizing MRO’s
- Understanding demand and replenishment in networks
- Managing the flows
- The Supply Chain Rules

Optimizing MRO stocks
- What is inventory optimization
- What it can achieve
- Who should be involved
- Lessons from experience
- What it is usually not successful

Purchasing MRO items
- The 5 rights
- The purchasing cycle
- Categorization
- Total acquisition costs
- Total cost of ownership
- Procurement vision and mission and Strategy
- Purchasing and power relationships
- Sourcing suppliers
- Specifications and working with the internal customer
- Variety reduction

Inventory key Components
- Demand Analysis
- Demand Forecasting
- Supply Lead Time
- Cost & Benefits

MRO replenishment methods and systems
- Basic mechanics of inventory systems
- The stock time curve
- Stock components
- Stock investment
- Free stock
- Fixed order quantity systems
- Fixed order time cycle systems
- Requirements planning systems

Warehousing and Storing MRO items
- The Role of the Warehouse
- The balance between sorting and storing
- 12 initial questions to ask about warehousing activity
- Product Classification and Supply /demand variables
- ABC Analysis or the 80/20 rule
- Layout options
- Receiving options
- Storage options
- Picking/assembly options
- Despatching options
- Organising for flow

MRO Optimization
- Stakeholders
- Data requirements
- Vendor Managed Inventory
- Consignment stocking
- Co Managed Inventory
- Collaborative supply chains

MRO Improvements
- The Supply Chain and the Theory of Constraints
- Practical improvements
- Rules for planning inventory
- Model for planning inventory
The supply chain management philosophy and the role of procurement
- Definition(s)
- Collaboration: methods and ways, using “gain not blame”
- Customer service; needs and expectations
- Adding value; movement and flow
- Trade-offs: viewing as a total chain and not functional silos
- Information; controls, triggers, visibility
- What does procurement contribute?
- Why is procurement a core business process?
- Should procurement be outsourced?
- Why we must see the supply chain involves suppliers, buyers, customers, finance etc in a connected, cross functional and interdependent system

Understanding the impact of supply lead time
- Internal lead time (pre-order)
- External lead time
- Internal lead time (post-receipt)

Placing orders and managing inventory
- Pre order: the purchasing cycle from need to order
- Who arranges the stock replenishment orders and manages the inventory and stock levels?
- Post order: the purchasing cycle from order to review
- Who manages this post order process?

The role of the stakeholder/internal customer/user
- Needs and aspirations and expectations
- Channels of interaction
- Outcomes and measurements
- Consequences and exceptions

Understanding our customers
- What do they want/need?
- How do we meet their expectations?
- How do we interact?
- Best practice in customer service relationships

The marketing challenge
- Why is marketing important?
- Key principles and concepts

Using the marketing “P’s”
- Products and establishing USP’s
- Price and value
- Place
- Promotion
- Best practice in internal marketing

Recognising options for maintaining momentum
- Working groups
- Task force assignments
- Departmental road-shows
- Best practice case studies

Developing Internal Customer Relationships for Procurement Professionals
11-12 December 2013, Kuala Lumpur, Malaysia

What People Say About Us?

Robi is a true Guru of Purchasing. Case study exercises were excellent! The Cost Reduction Strategies content / programme is practical & relevant to promote effective buying. Robi has changed my perspective of procurement buyers. He has lifted the professional profile of buyers.
GM Procurement—Celcom Axiata Group Berhad

“This training has opened up new perspective on looking at procurement from a strategic point of view to benefit an organizations bottom line directly.”

Procurement Executive—Siemens Malaysia S/B

“One of the best courses I’ve been to and a great help to my work

“Jim is one of the best instructors for contracts and procurement around!”

Contracts Engineering Specialist, BP Azerbaijan

“We wish we had many more like Rob he has inspired us to develop procurement to a higher level of credibility within our organisation.”

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“Rob has a great enthusiasm for procurement and his style and personality is infectious.”

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“In Stuart Emmett, we have not only one of the countries acknowledged leaders in training, but who also has the practical background to relate this to the real problems faced by managers”

Conference Organiser SAPICS

“The score for the course overall was 4.9 out of 5! Good work!”

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Managing Director Scala Consulting Limited

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Trainers’ Profile

Robi Bendorf  CPM, CSPM, MCIPS has more than 35 years of diversified, has over 30 years of diversified industrial purchasing and sales experience involving both domestic and international activities for a broad range of manufacturing and service businesses. His vast practical experience combined with an excellent theoretical understanding, strategic focus, and ability to quickly implement concepts makes him a much sought after international authority in procurement.

HERE ARE A FEW HIGHLIGHTS OF HIS ILLUSTRIOUS CAREER:

Westinghouse Distribution and Control Business Unit:
- $14 million in cost reductions by developing procurement strategies for key commodities that took advantage of multi-plant volumes and resources

Westinghouse Trading Company:
- Achieved cost savings opportunities of over $3 million by on-site analysis of products and components purchased or made in house.
- Tripled supplier base by determining potential sourcing countries and locating new suppliers

Non-Profit Health Insurance Association Annual Sales: Over $2 Billion:
- Accomplished $1.5 million in savings in less than 6 months by re-organizing spend profile

Michael G., CPM, CSCP (APICS) has over 30 years experience in Supply Chain, Demand Flow Technology, Just-In-Time, Total Quality Control, Inventory Control and Production / Operations Management. His experience as a practitioner concluded after completing seven years as Director of Operations at a division of Allied-Signal.

Michael has been selected to Who's Who in American Manufacturing and is one of the best in his field as can be seen from his Certifications, Memberships, Publications and Clients

Certifications & Memberships
Certified in Production and Inventory Management (CPIM) & Certified Supply Chain Professional (CSCP) by the Association for Operations Management (APICS)

Books Published: "Made In America - The Total Business Concept", "Just-In-Time Purchasing", "Supplier Certification", "Behind Bars: Bar Coding Principles and Applications", and his latest "People Empowerment—Success Through Involvement".

TRAINING SCHEDULE

08:30am  Registration & Morning Coffee
09:00am  Training Starts
10:45am  Morning Coffee Break
11:00am  Training Resumes
01:00pm  Lunch
02:00pm  Training Resumes
03:40pm  Afternoon Coffee Break
04:00pm  Question & Answer
05:00pm  End of Training
Trainers’ Profile

Daniel Feiman, MBA, CMC® & Visiting Professor
consults in three areas: Strategy: Planning & Implementation; Finance: Modeling & Analysis; Process: Continuous Process Improvement & Certified Supplier Programs.

He is a regular facilitator for both APICS and ISM for programs on Finance for the Supply Management Professional, Optimizing Your Supply Chain & Developing a Certified Supplier Program. All of these programs are strategically designed for procurement professionals.

Mr. Feiman is an internationally recognized leader working with firms such as ADNOC (United Arab Emirates), American Management Association (AMA), The Association for Operations Management (APICS), Apple, ARAMCO (Saudi Arabia), California Institute of International Business & Economics, Credit Suisse, Hilton Hotels, Institute for Supply Management (ISM), Mattel, PEMEX (México), PDO, (Oman), Promigas (Colombia), Reliance (India), TRW, UEM (Malaysia) & the University of Manchester (UK) among others.

He is adjunct faculty at the University of California, Los Angeles (UCLA), Extension Department (since 1990) and The Visiting Professor in the University of Huddersfield’s (UK) Business School.

Mr. Feiman has over 18 years’ experience in all facets of both the traditional & nontraditional banking industry. He has been interviewed on various television and radio shows.

He has been awarded the CMC designation by Institute of Management Consultants which is awarded to less than 1% of management consultants.

“Daniel was incredibly knowledgeable & presented the information with enthusiasm. He made a potentially dry subject interesting & relevant”

Stuart Emmett (MSc (Cranfield UK); BA Hons (OU); FCILT; FIFP; FCIT; FCMi; M.Inst.LM; MCIPS; MCIPD)

Stuart Emmett is a Senior Consultant and Procurement Expert from the UK specializing in Purchasing, Procurement Supply Management and related areas of Inventory, Transport, Production and Warehousing.

After starting his career in Freight Forwarding Stuart specialized in the analysis of costs and service factors and the tendering/seLECTION of freight service providers. Pursuing his passion in procurement he held commercial roles and later since 1990 consulted and trained in many industries to over 50 nationalities and in over 30 countries on 6 continents. Stuart was also a visiting Professor to Cambridge Pragmatix in Beijing, China.

Besides undertaking training, Stuart also acts as a coach and mentor to individuals/groups, and also as a catalyst/consultant to effect change to existing methods by effecting improvements and introducing new ways. Developing management and supply management excellence is his business.

Other titles are: “Stores and Distribution”, “Excellence in Warehouse Management”, “Excellence in Inventory Management”. His book on “Green Supply Chains” was awarded the “Most Innovative Supply Chain Book of the Decade” by Supply Chain Insights.

Finally, Stuart is not only an established author, but is also an outstanding instructor who engages the class and every participant.

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www.purchasing-procurement-center.com

If you have 8 or more people in your procurement department and are looking to enhance their skills on procurement with trainings, reply to this email and tell us what is your challenge – we’ll find something that will help you to solve your challenges

We can come in your company anywhere in the world and train the whole of your team – anything related to procurement, sourcing, contracts e.g.

- Cost Reduction in Purchasing
- Cost Price Analysis in Purchasing
- Strategic Sourcing for Best Suppliers
- 7 Step Strategic Sourcing
- Procurement of Services
- Leading & Managing in Procurement
- Purchasing Negotiations Planning & Strategies
- Global Procurement Best Practices
- MRO Purchasing
- Tender Management
- Contract Management & Administration
- Supplier Qualification & Performance Management
- Supplier Relationship & Risk Management
- and more …..

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COMPANY INFORMATION
Name: .................................................................
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Address: .................................................................

AUTHORIZATION (This form is invalid without signature)
Name: .................................................................
Job Title: ............................................................
Signature: ............................................................
Date: .................................................................

CONTACT PERSON
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Important: Please fill all details in this registration form.

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PAYMENT OPTIONS: Please tick your method of payment
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Bank Transfer
Bank Name: STANDARD CHARtered BANK MALaysia BERhad
Bank Address: Lot 10, Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia
Bank Account Name: KAVaQ BUSINESS INTEllIGENCE (M) SDN BHD
Bank Account No: 897156698585
Swift Code: SCLMYKXXX
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Cheque
Please make your cheque crossed payable to KAVaQ BUSINESS INTEllIGENCE (M) SDN BHD in Malaysia Ringgit (MYR).

NOTE: The investment fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

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☐ REGULAR FEE RM 5,995.00 / USD 1,995.00 per participant

☐ Group of 3 to 5 (6% off) RM 5,635.00 / USD 1,875.00 per participant

☐ Group of 6 or more (13% off) RM 5,096.00 / USD 1,735.00

Select the trainings to attend (Please tick / check box)

Global Procurement Best Practices 27-28 May 2013, Kuala Lumpur - Malaysia
Materials & Demand Planning 29-30 May 2013, Kuala Lumpur - Malaysia
IT Contract Management 1-2 July 2013, Kuala Lumpur - Malaysia
Finance for the Purchasing & Procurement Professionals 1-2 July 2013, Kuala Lumpur - Malaysia
Supplier Relationship Management 27-28 Aug 2013, Kuala Lumpur - Malaysia
Contract Administration: From Beginning to End 29-30 Aug 2013, Kuala Lumpur - Malaysia
Supplier Qualification & Performance Measurement 30 Sep-1 Oct 2013, Kuala Lumpur - Malaysia
Negotiation Planning & Strategies in Procurement 2-3 Oct 2013, Kuala Lumpur—Malaysia
IT Contracts Negotiations 14-15 Oct 2013, Kuala Lumpur - Malaysia
Supplier Risk Management 18-19 Nov 2013, Kuala Lumpur - Malaysia
Cost Price Analysis for Purchasing 20-21 Nov 2013, Kuala Lumpur - Malaysia
IT Contract Development 2-3 Dec 2013, Kuala Lumpur - Malaysia
Contracts Commercial Management 4-5 Dec 2013, Kuala Lumpur - Malaysia
Excellence in the Procurement of Services 2-3 Dec 2013, Kuala Lumpur - Malaysia
Category Management in Purchasing 4-5 Dec 2013, Kuala Lumpur - Malaysia
Effective MRO Purchasing 5-10 Dec 2013, Kuala Lumpur - Malaysia
Developing Internal Customer Relationships for Procurement Professionals 11-12 Dec 2013, Kuala Lumpur - Malaysia

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Confirmation on details
Joining details confirming your participation will be sent once a registration form is received. All cancellations must be in writing by fax or email at least 3 weeks before the event date. You will be entitled to a refund of any of our other courses at a later date.