



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Advanced Course in Procurement Management

OVERVIEW



Certified Procurement Management Professional Course includes sourcing, negotiation and selection of goods necessary for an organisation. A procurement management process defines how goods are selected and procured from suppliers. It covers to order, receipt, inspection and approval of goods received from suppliers. A large influence in this process is the relationship one shares with suppliers and other vendors. What does a procurement management professional do?

A procurement management professional possesses the expertise and experience to independently and effectively manage the entire procurement process, ensuring that the overall quality of goods is maintained at high standards while meeting challenging timelines for manufacturing and customer delivery.

This training course will empower you with knowledge and understanding of the entire gamut of activities necessary for effective procurement management. This course will equip you with the skillset to independently drive and establish a seamless procurement management system for your organisation, demonstrating your skills and potential to assume higher roles and responsibilities supporting career progression. The knowledge and information gained through this course will also help you contribute to the procurement process across any industry, thus empowering you to work in any industry.



COURSE OBJECTIVES

The main objective of this Certified Procurement Management Professional Course is to empower professionals with:

- complete knowledge and understanding of procurement management processes and functions of the supply chain management
- the understanding and experience to set up a seamless, streamlined procurement management process for your organisation, showcasing your skills and potential to effectively manage higher roles and responsibilities
- effective negotiation skills to get the best quality raw materials or goods at the best prices
- the necessary skills to maintain good relationships with suppliers to get high-quality goods at the best prices and on time
- the required experience and knowledge to source raw materials and goods from the best suppliers
- the awareness and knowledge of advanced procurement management concepts to enhance efficiency
- the knowledge and confidence to train other professionals on advanced procurement management concepts
- the potential and skill to contribute to organisational growth through enhanced procurement management

TRAINING METHODOLOGY

Before each training session, the course is thoroughly reviewed to check for relevance to the audience. Training is delivered by a highly experienced professional in the relevant domain, using audio-visual presentations.

Trainee participation is encouraged through group assignments and projects. Role-plays and relevant case study discussions enhance the relevance to the topic. Experiential learning is encouraged as well.





ORGANISATIONAL BENEFITS

By professionals undertaking this Certified Procurement Management Professional Course, organisations will derive the following benefits:

- A structured, well-defined procurement process outlined to be followed by all professionals involved in procurement management
- Effective procurement and transfer of raw materials and goods for effective and seamless manufacturing and delivery
- Application of advanced concepts to the procurement management process to increase efficiency
- Regular training of all professionals involved in the procurement management process, at no additional cost
- Procurement of goods at competitive prices as a result of the good negotiation skills of trained and experienced professionals
- Increased credibility and dependability for procurement and transfer of materials and goods because of enhanced supplier relationships
- Reduced risks and increased efficiency and productivity of employees handling various procurement functions
- Organisational growth because of trained, certified professionals driving the procurement management process

PERSONAL BENEFITS

Professionals enrolling for this Certified Procurement Management Professional Course will benefit as follows:

- Complete understanding and knowledge of the procurement management process, start to end
- Increased knowledge and confidence to apply advanced procurement concepts to the existing process of one's organisation to increase efficiency, in turn demonstrating credibility and potential for higher roles and responsibilities
- Better understanding and skill to devise and document a seamless, well-defined procurement process to be followed by all individuals involved in the procurement
- Increased confidence and knowledge to train other professionals on procurement management best practices
- The ability and capabilities to contribute to organisational growth through enhanced procurement management, thereby securing one's career growth and development within the organisation
- Enhanced knowledge and understanding as well as the confidence to assume and successfully fulfil responsibilities across any industry
- Increased credibility and recognition of one's capabilities because of a universally accepted certification
- Enhanced perspective, foresight and strategic skills to make provisions to face and overcome future challenges and hindrances to the procurement process

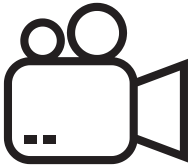




WHO IS THIS PROGRAMME FOR?

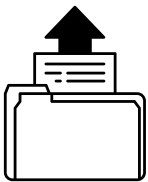
- Senior management of an organisation who need to have complete knowledge and experience of the procurement process
- Individuals working in other functions of the supply chain and interested to move into the procurement process
- Any other employee of the organisation involved in supplier interaction and negotiation for procurement of goods and/or services of some kind
- Managers and supervisors of the procurement process responsible for overseeing operations
- Quality managers and auditors responsible for checking and ensuring adherence to quality standards for goods and material
- Any other professional interested in knowing more about procurement management and a certification therein

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



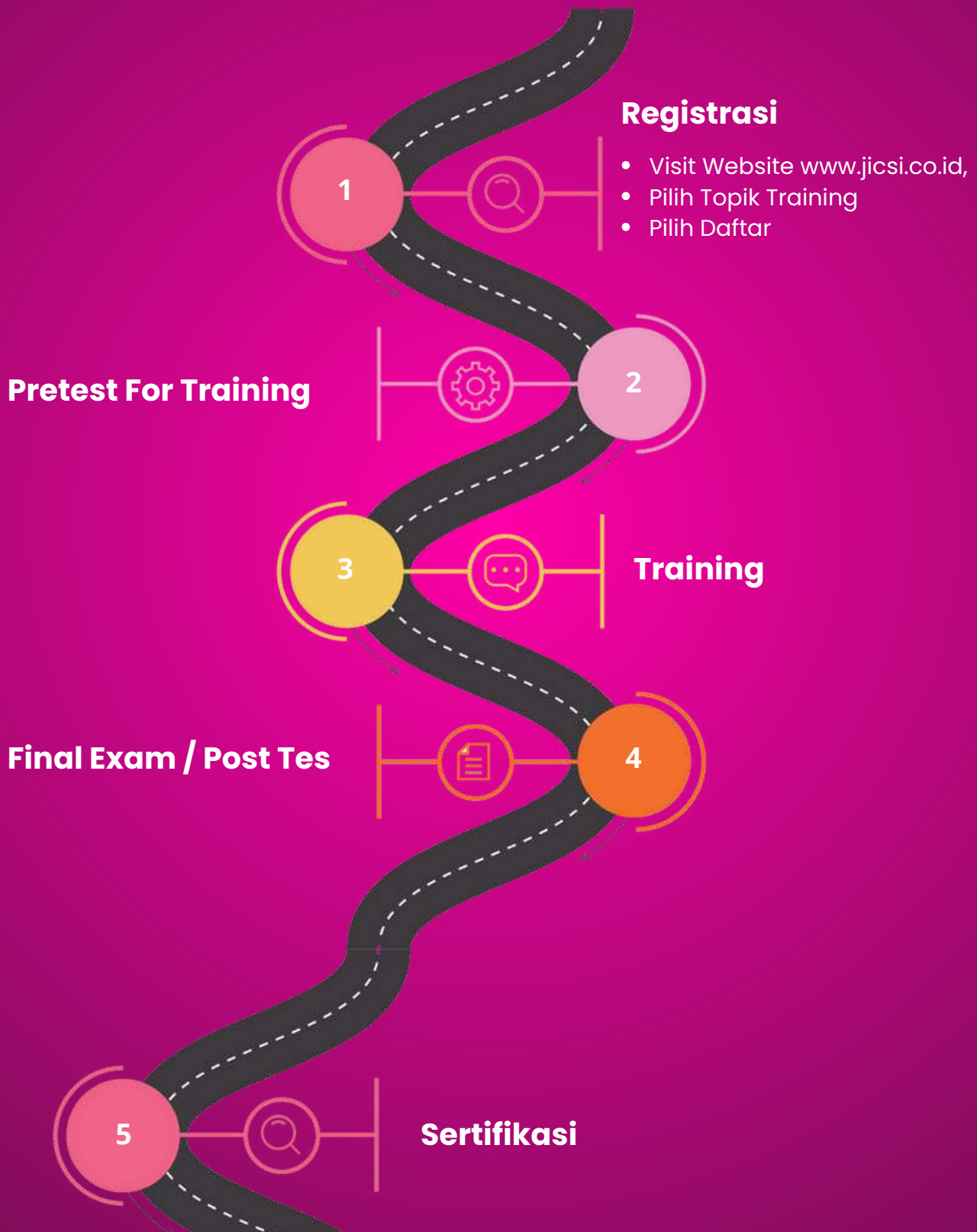
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Overview of the Certified Procurement Professional Exam

Module 2 : Overview of Supply Chain Management and Procurement Functions

Module 3 : Principles of Procurement

Module 4 : Four Main Procurement Management Processes

Module 5 : Critical Procurement Concepts

Module 6 : Critical Steps in the Procurement Process

Module 7 : Stages of Procurement Maturity

Module 8 : Procurement Planning and Implementation

Module 9 : Necessary Elements for a Procurement Plan

Module 10: Procurement Fraud

Module 11 : e-Procurement Value Chain

Module 12: Responsibilities of a Procurement Officer

Module 13: Areas of Key Performance Indicators of Procurement Officials



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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