



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Effective Purchasing, Tendering & Supplier Selection Process

OVERVIEW



What is the role of Effective Purchasing, Tendering & Supplier Selection Process in the supply chain? Each of these functions play distinctly critical roles in ensuring the successful delivery of goods to customers. One of the key steps for successful purchase is supplier selection, which is nothing but choosing two or more suitable suppliers based on performance, credibility, financial stability, efficiency, etc. Purchasing decisions are extremely cost-conscious, with the main aim of maintaining or reducing costs for the organisation while increasing efficiency and maintaining steady delivery of goods and/or services. Officers credited to make purchase decisions often invite tenders to get the best and most competitive price from suppliers to select the best. A tender may thus be described as a submission by a prospective supplier with the most competitive pricing in response to services rendered.

This training course will empower you with the complete skill set required for effective supplier selection and purchasing decisions for your organisation. Through this course, you will gain knowledge and exposure to not just effective purchase decision making but also effective tendering and supplier selection, thereby enhancing your success and potential to contribute to fruitful negotiations and purchasing for your organisation, reducing costs, increasing profits and facilitating organisational growth and development.

Effective Purchasing, Tendering & Supplier Selection Process training will equip you to confidently and successfully handle higher roles and responsibilities related to purchasing for your organisation.



COURSE OBJECTIVES

The main objective of this Effective Purchasing, Tendering & Supplier Selection Process training is to empower professionals with:

- complete knowledge of various aspects and important functions related to and contributing to effective purchasing
- the required knowledge and experience to make better decisions related to purchasing
- the ability to carry out detailed scrutiny and analyses of various aspects, including strengths and weaknesses, of suppliers to be able to decide the best to take forward operations in the most effective way
- the necessary knowledge and skillset to roll out tenders as well as analyse those received to choose the best supplier from a cost-effectiveness and dependability point of view
- the skillset and capabilities to assume critical positions of purchasing decision making for the organisation, leading to career growth and progression
- better negotiation skills to effectively decide the most friendly and fruitful clauses in supplier contracts
- the attention to detail and experience to identify gaps in supplier contracts and address these to mitigate risks and increase the credibility of the organisation
- better stakeholder management skills and effective communication to maintain long-term, successful relationships with suppliers for consistent flow of goods to customers
- the required strategic skills to define purchasing plans to the benefit of the organisation, increasing profits and contributing to growth and development
- the confidence and knowledge to train other professionals on best practices for purchasing, tendering and supplier selection

TRAINING METHODOLOGY

Keeping in mind scope for minor changes as per the intended audience. Therefore, before each training session, a course is thoroughly reviewed and amended, if necessary, to suit the training audience.

Lectures are delivered by experienced professionals from the relevant domain, while trainee participation is facilitated through group activities and assignments. Role-plays and case study discussions aid in practical relevance to the theoretical content.





ORGANISATIONAL BENEFITS

By professionals enrolling for this Effective Purchasing, Tendering & Supplier Selection Process course, organisations will derive the following benefits:

- Better purchasing decisions and effective supplier selection because of these handled by trained and experienced professionals
- More objective and calculated selection of suppliers to handle critical processes of the supply chain
- Effective negotiation to achieve the best costs and most fruitful agreements or contracts with suppliers
- Regular training of all employees on best practices for effective purchasing, tendering and supplier selection
- Better cost management resulting in increased profits, which in turn contribute to organisational growth
- Increased credibility because of the continuous supply of goods and services, leading to greater investments, organisational growth and client satisfaction
- Better risk assessment and management
- Better stakeholder and supplier relationships for long-term stability and sustainability

PERSONAL BENEFITS

Professionals enrolling for this Effective Purchasing, Tendering & Supplier Selection Process course will benefit in the following ways:

- Complete understanding of purchasing, tendering and supplier selection for one's organisation
- Better understanding, confidence, and capabilities to successfully negotiate agreements or contracts with suppliers
- Better decision-making skills with regard to purchasing
- Increased skill and experience to scrutinise tenders and choose the best supplier based on credibility, stability, etc
- Greater ability to contribute to organisational growth through reduced costs, increased profits, and long-term supplier relationships
- Enhanced perspective and foresight to identify or forecasts gaps in supplier relations and agreements and negotiate and resolve these to prevent risks to the organisation
- Increased ability to objectively track and measure supplier credibility for long-term sustenance of key functions of the supply chain
- Greater confidence and experience to handle and check tenders to make the most effective and fruitful decisions for the organisation
- Better negotiation skills to discuss and decide the best price and offers with the most credible suppliers, thereby reducing organisational costs and increasing profits
- Increased confidence and knowledge to train other professionals on best practices of purchasing, tendering and supplier selection

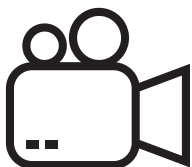




WHO IS THIS PROGRAMME FOR?

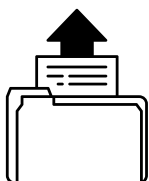
- All professionals, including managers and supervisors, involved in various stages of the supply chain in an organisation
- Senior members of an organisation responsible for critical decision making
- Investors who should understand the credibility of suppliers and purchasing decisions of the organisation to make effective investment decisions
- Vendors and suppliers involved at some stage or the other in the supply chain
- Professionals involved in rolling out and scrutinising tenders received from prospective suppliers
- Contract managers and legal officers responsible for drafting and executing contracts, in adherence with the law
- Any other professional interested in knowing more about purchasing, tendering and supplier selection

PROGRAMME HIGHLIGHTS

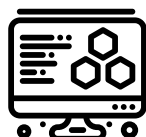


+60

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



**10+
Assignments/
Applications**



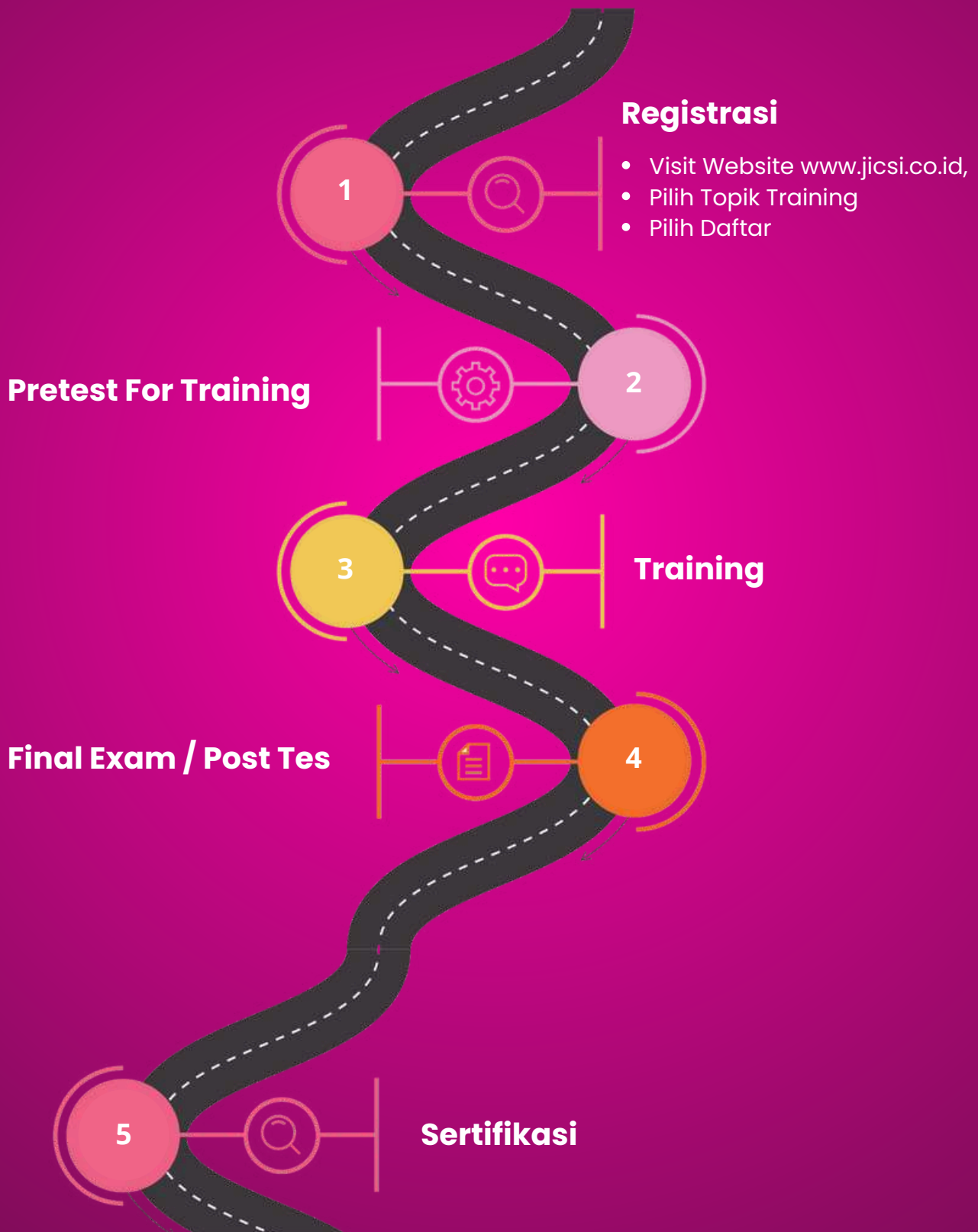
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Critical Components of a Purchasing Strategy

Module 2 : Essential Steps in the Purchasing Process

Module 3 : Developing Negotiation Strategies and Principles

Module 4 : Types of Tendering

Module 5 : Steps in the Tender Process

Module 6 : Criteria for Supplier Selection

Module 7 : Supplier Selection Process

Module 8 : Carter's 10 'C's for Supplier Selection



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.

OUR CLIENT





**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**

LOKASI

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