



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Procurement of Goods and Services: Best Practices

OVERVIEW



Within every successful international operation, there is a need for an efficient and productive Procurement Function. It is therefore imperative that anyone working within such a unit is trained to a high level on the best practices that should be adhered to in order to maximize efficiencies and deliver results. And what benefits to the organization of developing such a strong Procurement department?

With the modern advances of purchasing including the ability to source raw materials, goods and services from any corner of the globe, the actual function of a Procurement Manager has shifted entirely and now involves a completely new set of skills.

What should you be focusing on as a Procurement professional in the ever-changing world of purchasing? This course will take you through the latest technological advances in your field and help you gain a competitive advantage through understanding what the best in the business does and how they do it so well.

This training course will empower you with all the necessary tools that you will need to lead, maintain or operate within a successful Procurement division. It will take you through each stage of the Procurement process and explain in detail what you will need to successfully complete and graduate from each stage.



COURSE OBJECTIVES

Upon successful completion of this course, you should be able to:

- Explain in depth the changing face of procurement and understand fully how this aligns with your organization
- Understand global trends and be able to work to apply these within your own department
- Work on improving efficiencies within your own department by developing your own unique processes and tailored KPI's based on best practice methods
- Produce and present a clear business case for all procurement decisions that you make
- Develop an effective strategy for sourcing and building relationships with key suppliers and have a framework for how this should be done
- Understand the importance of applying best practice for strategic and operational functions and how to implement effective benchmarking for each
- Be able to accurately describe the systems and strategies that you use within your daily role and come up with a 3-month roadmap for how to improve in each of these areas.

TRAINING METHODOLOGY

This course will be taught as an interactive training program and will provide you with plenty of opportunities to learn from and engage with other learners. You will experience:

- Seminars and Presentations
- Lectures and guest lectures
- Group work and group discussions
- Graded assignments
- Case studies and real-world best-practice methodologies





ORGANISATIONAL BENEFITS

By sending your employees to participate in this course you will be impacting your organization in the following positive ways:

- Streamlining of best practices within the procurement division
- Cost-cutting and efficiencies by developing modern and effective ways of working
- Encouraging better relationships between your Procurement Department and suppliers
- Benchmarking and KPI processes that will allow you to keep spending on track
- A fully tailored Procurement program that is specifically designed with the needs of your organization in mind
- A better trained, more efficient and productive workforce, and higher engagement within your key departments

PERSONAL BENEFITS

By taking part in this course, you will be able to enjoy the following benefits:

- Increased awareness and understanding of your current role
- Improved efficiencies within your department and the creation of a playbook which will enable everyone to stay on track
- Improved understanding of how performance is measured, and the ability to develop a progress plan for you to improve results in your department over the coming months
- Greater job satisfaction
- Ongoing commitment towards your personal development that will be recognized by your employer and will stand you in good stead for future growth opportunities that may arise
- The chance to connect and learn from other Procurement professionals



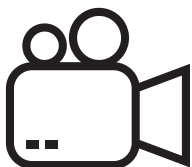


WHO IS THIS PROGRAMME FOR?

This course is ideally aimed at anyone who works within a Procurement function but would also be very suitable for:

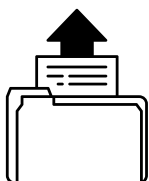
- Procurement Managers
- Department Heads involved in the supply chain management
- Small Business Owners
- Suppliers and contractors
- Purchasing Personnel

PROGRAMME HIGHLIGHTS

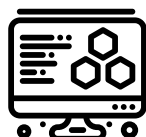


+60

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



**10+
Assignments/
Applications**



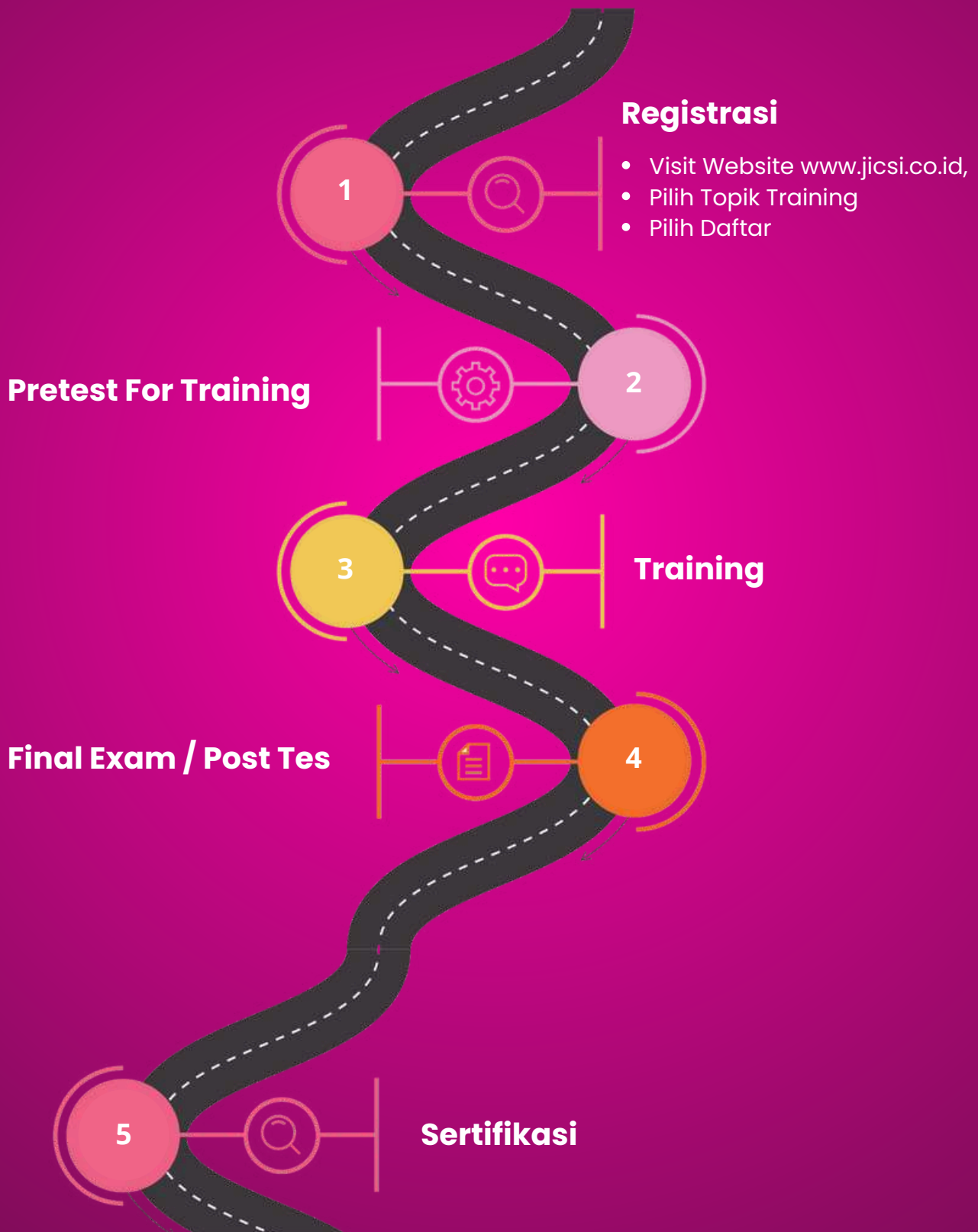
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : What is Procurement?

Module 2 : The Advanced Procurement Function

Module 3 : Defining Procurement Decisions

Module 4 : Staffing and running your Procurement Department

Module 5 : Operational Efficiencies

Module 6 : Strategic and Tactical Best Practice

Module 7 : Contingency Building

Module 8 : Procurement Performance Measurement



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. Adapaun 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**

LOKASI

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Kantor 2

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