



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Purchasing Personnel Course

OVERVIEW



Knowing the importance of the purchasing department in an organisation's success makes it very clear that purchasing systems, processes and practices are of prime value.

As such, purchasing management becomes a key function of the organisation. Good or bad purchasing practices can determine loss or profit for a business.

Who is a purchasing professional? A purchasing professional is one who seeks reliable vendors for a given assignment, negotiates price and prepares the contract and reviews technical specifications related to equipment, material, etc. Recent advancements in the field of technology, through new ways of processing transactions using software, have also increased the efficiency and quality of purchasing planning.

The Purchasing Professional certification can be obtained by one who has demonstrated the skill to implement improved purchasing and supply chain practices as part of the business strategic solution for an organisation. This training course will empower you with the required skills, knowledge and experience to successfully undertake critical roles concerning purchasing management for your organisation and will prepare you to not only attempt but also successfully achieve the Certified Purchasing Professional title. This will in turn serve as an attestation of your skills to assume and fulfil higher responsibilities, thereby inviting opportunities for career growth and progression.



Course Objectives

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

- complete skill, knowledge and experience to successfully undertake any role in purchasing management
- the required knowledge and skill to check existing processes and systems for gaps and make changes to ensure efficient purchasing management
- the knowledge, experience and confidence to train other professionals on best practices and concepts related to purchasing management
- the knowledge and confidence to work with advanced tools and techniques and apply new concepts for increasing the quality and efficiency of purchasing management
- the experience and skill to help your organisation save costs through effective cost-saving techniques, thereby increasing profits and contributing to the growth of the business
- the required knowledge and exposure to clearly outline and define purchasing audit or transaction processes to meet required standards and to ensure seamless purchasing operations
- greater success in achieving the purchasing professional certification easily and with better preparedness
- the overall skill set and capabilities to independently manage the purchasing department for any organisation or industry, thereby inviting further opportunities for growth and progression

TRAINING METHODOLOGY

- Courses are planned, as much as possible, to suit any professional background or experience. Before commencement of each session, the course is thoroughly reviewed for checking any gaps with respect to relevance, and changes in the program are suggested accordingly.
- Active trainee participation is ensured through certain activities and projects assigned to the trainees during the course of the training. Role-plays and case study discussions increase relevance to the training content.
- Trainees are also encouraged to share their experiences and issues faced at their workplace, and these are discussed in relation to the training content.





ORGANISATIONAL BENEFITS

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

- Better purchasing management and practices across the purchasing department of an organisation
- Advanced concepts and techniques related to purchasing and purchasing practices
- New and advanced cost-saving techniques for reducing unnecessary expenditures in the organisation
- Greater cost savings leading to higher profits and hence greater stability
- Greater investments because of greater credibility, leading to organisational growth and development
- Training of other employees on best practices of purchasing, at no additional costs
- Regular checks of internal systems and processes and related enhancements to improve operations for better performance
- Greater chances of employees clearing the purchasing professional exam, thereby contributing to enhancements of their career prospects and more certified experts in the organisation
- Organisational growth because of increased productivity and efficiency

PERSONAL BENEFITS

Professionals enrolling for this Certified Purchasing Professional Course will derive the following benefits:

- Detailed understanding and information of best practices in purchasing management in your organisation
- Increased confidence and understanding to review existing processes and systems and make changes as soon as possible to prevent the occurrence of risks
- Enhanced skill set and capabilities to successfully undertake any role related to purchasing in your organisation or industry, thereby increasing avenues for opportunities for career development
- Greater knowledge, understanding and confidence to train other employees on purchasing operations, at no additional costs
- Increased confidence, knowledge and understanding to apply innovative suggestions and cost-saving techniques, thereby contributing to organisational growth through reduced costs and increased profits
- Enhanced skill set, knowledge, experience and capabilities to confidently and fruitfully undertake the process for the Certified Purchasing Professional certification
- Better foresight and understanding to predict possible changes and make arrangements to ensure seamless and good purchasing operations

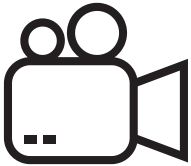




WHO IS THIS PROGRAMME FOR?

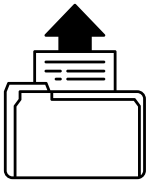
- Top management of an organisation responsible for making critical decisions related to purchasing
- Executives of the purchasing department who carry forward the process in their own capacity
- Managers and supervisors of the purchasing department of the organisation and who can nominate interested candidates subsequently
- Auditors and compliance officials responsible for checking and ensuring adherence to industrial standards and benchmarks
- Trainers and mentors within an organisation who would like to train their professionals on essential skills for better purchasing management
- Any other professional eager to know more about purchasing or who plans to undertake the process for the certification
- Finance advisors responsible for checking finance and accounts of your organisation

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**



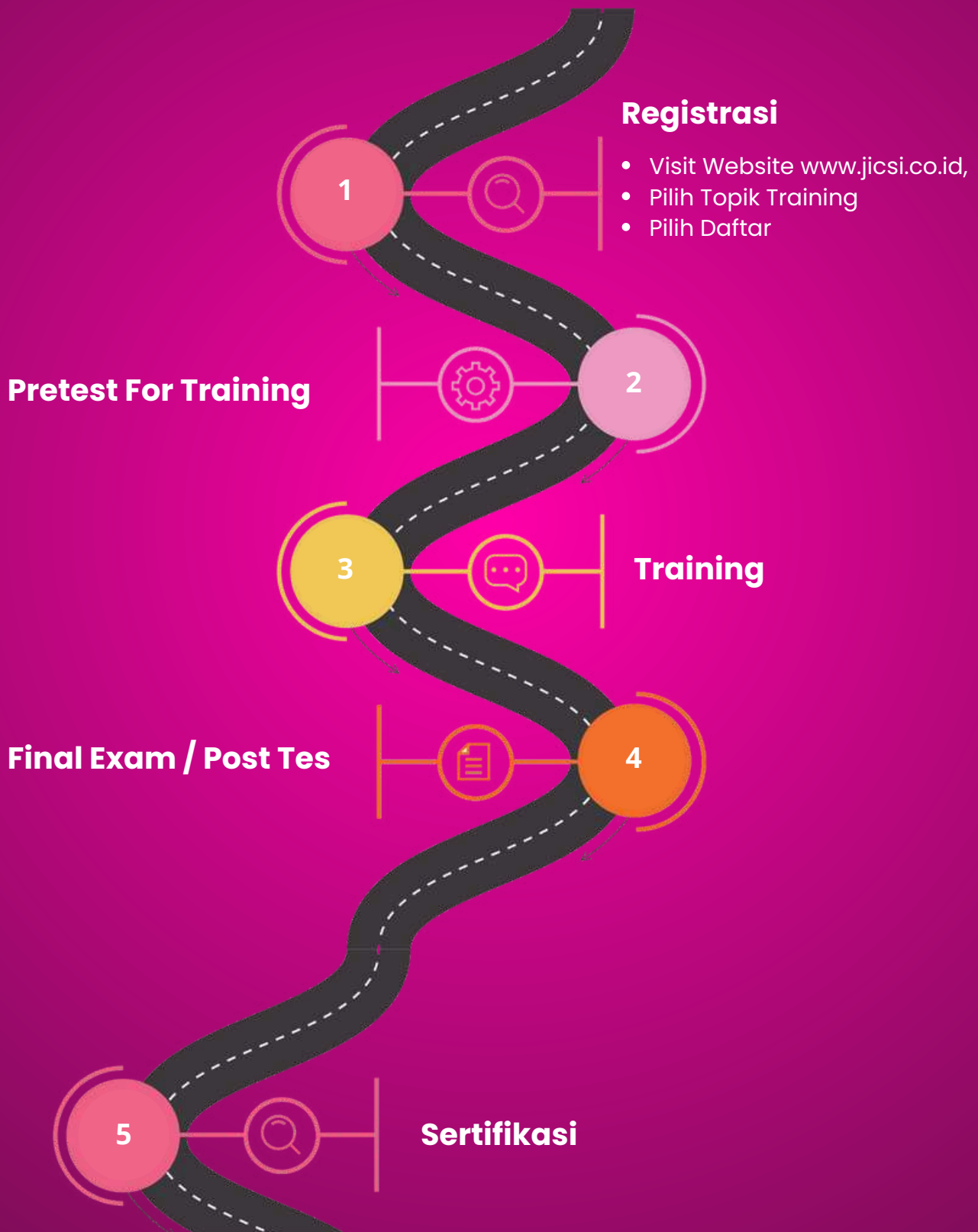
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Overview of Purchase Management

Module 2 : Broad Responsibilities of a Purchasing Manager

Module 3 : Necessary Skills for a Purchasing Manager

Module 4 : Steps in the Procure-to-Pay Cycle

Module 5 : Necessary Factors when Devising a Procurement-Cum-Purchasing Strategy

Module 6 : Challenges in the Purchase Planning Process

Module 7 : Benefits of Purchase Management Software

Module 8 : Benefits of Becoming a Purchasing Professional



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.

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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Kantor 2

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