



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Purchasing Strategies and Cost Reduction

OVERVIEW



A common and obvious performance measure of the success of any purchasing department is the amount of money that is saved by the organisation. Measurement and evaluation of purchasing performance is extremely necessary for effective management. How do analytical methods help in improving purchasing performance? Analytical methods measure purchasing performance and provide important feedback to the purchasing department for assessing the effectiveness of the purchasing strategies and decision-making process of an organisation. The overall performance of an organisation is significantly affected by how well the purchasing function can contribute to the organisation's strategies and goals. Analytical methods thus help in better decision making, communication, visual inspection and motivation.

This training course will empower you with a detailed understanding of how analytical methods used for evaluating purchasing performance also serve as feedback for making amendments to increase purchasing performance.

Considering the importance of purchasing performance, this course will equip you with all information and knowledge necessary to be able to undertake higher roles and responsibilities within your organisation and successfully fulfil them, thereby fostering rapid career growth and progression with excellent performance in the relevant field.



COURSE OBJECTIVES

The main objective of this Purchasing Strategies and Cost Reduction training course is to empower professionals with:

- complete knowledge and information of analytical methods used to evaluate purchasing performance and how they help improve the purchasing performance of an organisation
- the necessary knowledge and understanding of advanced analytical tools and methods used to evaluate purchasing performance
- the required skill and confidence to undertake the training of other professionals to help apply analytical tools and methods to assess and improve purchasing performance
- the confidence and experience to conduct regular checks on the methods being used and reports being generated for purchasing performance and thereby making changes to improve the performance, in turn contributing to organisational success
- better decision-making and analytical skills, using all available data and information to make well-informed and correct decisions
- the capabilities to use all data generated regarding purchasing performance to acknowledge and appreciate concerned employees and motivate all to move towards achieving greater success with regard to purchasing performance
- the strategic mindset and perspective to utilise all feedback received to make relevant and beneficial changes and enhancements within the organisation, thus demonstrating potential and contributing to career growth and development

TRAINING METHODOLOGY

We focus on a theoretical-cum-practical approach to training. The theoretical part is taken care of through lectures delivered by a highly experienced professional using detailed audio-video presentations for ease of reference.

The content of the training program is reviewed thoroughly before the commencement of a training session to check and make the necessary changes to optimise relevance. Trainee participation is encouraged through group activities and assignments. The practical part is ensured through projects and experiential learning.





ORGANISATIONAL BENEFITS

By professionals undertaking this Purchasing Strategies and Cost Reduction course, their organisations will derive the following benefits:

- Experienced and trained employees to use advanced analytical methods to measure purchasing performance and the feedback received therein to make improvisations, thereby contributing to organisational success
- Application of advanced analytical tools and methods for measuring and improvising purchasing performance of the organisation
- Better decision making as a result of clearly available information
- More effective communication across stakeholders about purchasing performance and related next steps
- More motivated employees because of transparency and communication of purchasing department performance and achievements
- Regular checks on the effectiveness and relevance of the purchasing strategies of the organisation
- Free training of other employees on analytical methods for measuring purchasing performance and related improvisations that can be made

PERSONAL BENEFITS

By undertaking this Purchasing Strategies and Cost Reduction course, professionals will derive the following benefits:

- Complete knowledge and information about various analytical methods used for measuring purchasing performance and how these help further enhance the performance of the purchasing department
- Increased capabilities and knowledge to use advanced analytical methods to measure and improve purchasing performance of the organisation
- Increased experience, confidence and knowledge to train other professionals on using advanced analytical methods for assessing purchasing performance
- Enhanced skill set and perspective to conduct regular checks on the performance of the purchasing department and make relevant changes in time, thereby contributing to organisational success
- Greater ability and experience to use data from purchasing performance assessments to motivate employees of the purchasing department
- Enhanced skill set and perspective to use all feedback to make improvisations to the purchasing department of any organisation, thereby contributing to growth and development of the organisation and fostering career growth and progression accordingly

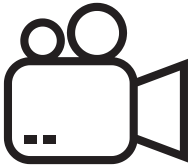




WHO IS THIS PROGRAMME FOR?

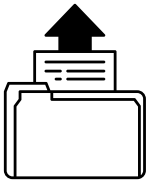
- Senior management of an organisation who need to understand the importance of using analytical methods to measure purchasing performance and the constant need for innovation and performance enhancement
- Managers and team leads to the purchasing department of the organisation who are responsible for making all purchasing decisions
- Other employees of the purchasing department of the organisation who handle the daily operations of the department
- Members of the finance and accounting teams of organisations responsible for tracking and controlling expenditures of the organisation
- Auditors who need to understand purchasing department responsibilities and scope of improvement in each aspect of performance in this department
- Any other professional who would like to know more about improving purchasing performance through performance assessment using analytical methods

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**



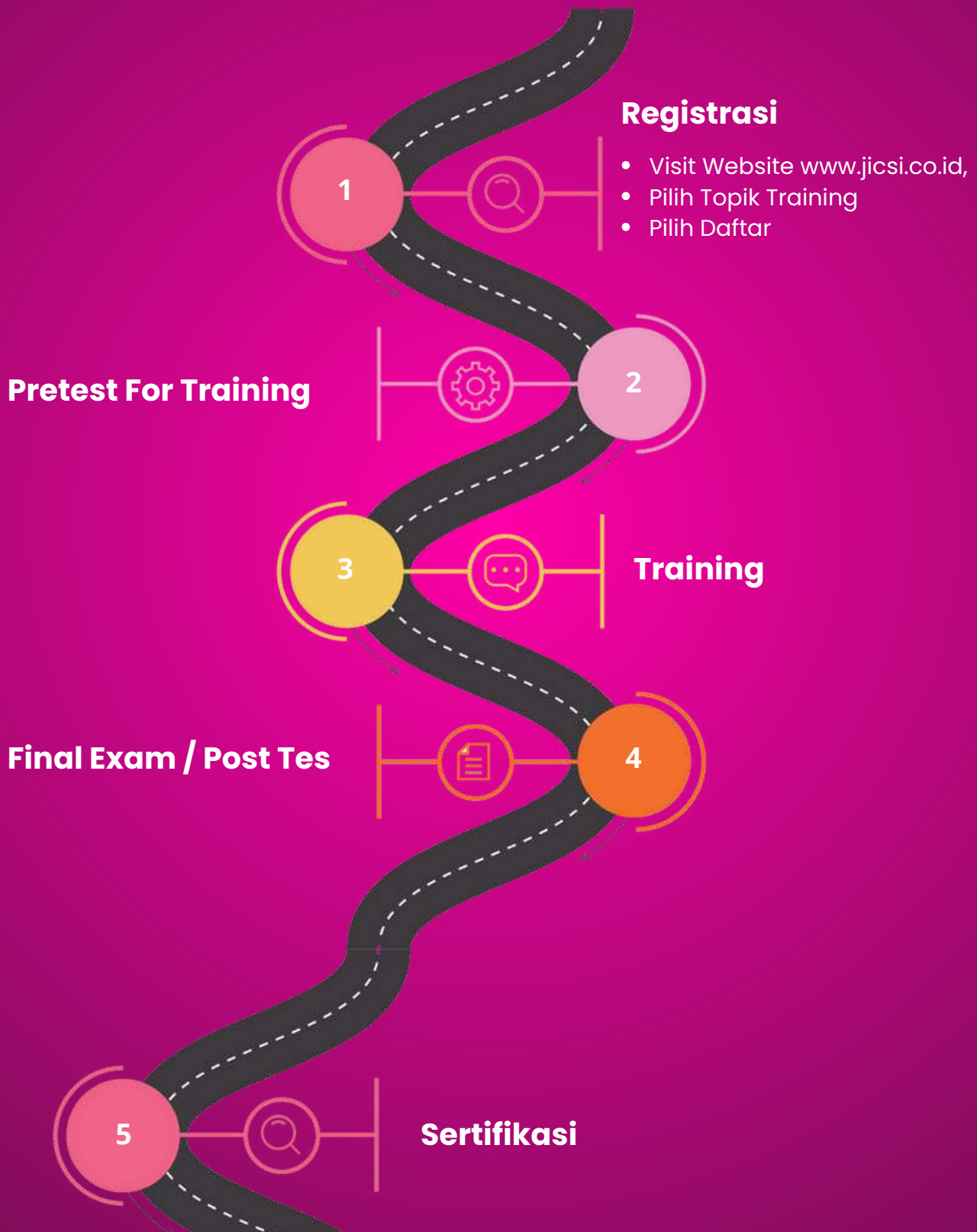
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Core Purchasing Strategies

Module 2 : Key Performance Indicators of Purchasing

Module 3 : Metrics of Purchasing Performance

Module 4 : Steps to Purchasing Practices

Module 5 : Factors Influencing Purchasing Performance

Module 6 : Improved Methods for Evaluating Purchasing Performance

Module 7 : General Purchasing Improvement Methods

Module 8 : Benefits of Evaluating Purchasing Performance



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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