



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Purchasing and Supply Management Course

OVERVIEW



Purchasing Management is a process used by organisations to acquire goods and services. Purchasing management is part of a much broader procurement process, which would generally include expediting, supplier quality, logistics and transportation. It is a function that is responsible for professional management of an organisation's interface with the supply market, to ensure its supply with the necessary services and goods that are provided by other organisations namely "suppliers". Purchasing can be linked and connected with strategic sourcing (supply planning, selection and contracting of supplier) and operative procurement (ordering of material, expediting and paying). It is a process to ensure a safe and timely supply while achieving the target of meeting the cost of goods to contributing to innovation and strategic goals of an organisation to meet and achieve the competitive advantage through smart purchasing.

Supply Management is a segment that supports identifying, acquiring and managing suppliers and resources that are of key importance and are essential to the operations of an organisation. Supply management consists of purchasing of physical goods, information services or any other resources that enable the organisation to continue operating and growing and achieve the goals to drive to the organisation vision.

Supply Management can be stated as a systematic business process that goes a step further than procurement to include the coordination of pre-production, logistics and inventory management, along with budgeting, and other key essential information that is required for running day to day operations smoothly.

This training course aims in empowering you with comprehensive knowledge and understanding about Purchasing and Supply Management. This course will support navigating through complex challenges which you encounter in your day-to-day operations and will help to upscale your current capabilities, and further help to equip you better by teaching how to use analytical and logical strategies for smooth functioning of logistics operations.



COURSE OBJECTIVES

The main objective of this Purchasing and Supply Management Course is to empower participants to:

- Define and establish the strategic role of the purchasing department
- Conduct and implement accurate supplier evaluation
- Effective negotiation strategies with suppliers
- Elucidate the importance of value analysis in purchasing
- Build process to improve the efficiency of the purchasing department
- Support performance evaluation through Key Performance Indicators (KPIs)

TRAINING METHODOLOGY

This interactive Purchasing and Supply Management Course will comprise the following training methods:

- Presentation
- Assignments
- Case Studies & Functional Exercises
- Questionnaires





ORGANISATIONAL BENEFITS

By professionals enrolling for this Purchasing and Supply Management Course, organisations will get the following benefits:

- Understand how to analyse the added value that can be achieved through purchasing and supply management
- Will be able to define key stages of a purchasing process from defining needs to finalisation of a contract
- Support in understanding the relationship between working in compliance with the process and achieving the desired outcome
- Compare the concepts of purchasing and find median to use it in the larger supply chain framework

PERSONAL BENEFITS

Professionals enrolling for this Purchasing and Supply Management Course will benefit in the following ways:

- Help to further develop performance standards and use operational guidelines which will further improve the efficiency and effectiveness in the role of purchasing
- You will be able to measure supplier performance by using pre-determined standards and metrics
- Support how to develop global procurement plans and aligning them to organisational goals
- Equip to plan, organise, and conduct negotiations in the most organised and effective manner
- Help in identifying opportunities to develop strategies to improve effectiveness by using the learnings and tactics to build increased efficiencies and source the right product at the right time at the right price

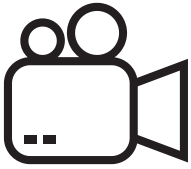




WHO IS THIS PROGRAMME FOR?

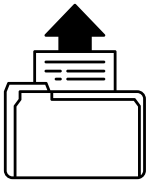
- Purchasing and Supply Management Course is ideal for Procurement, Purchasing & Supply chain management professionals who require to build on their knowledge to equip them to navigate through complex challenges and work effectively for overall improvement of the Organizations profitability.
- This course will help prepare aspiring personnel to build on their management skills, strategies and knowledge required for working on building a world class purchasing function.
- Typical participants include:
- Early or mid-career supply chain professionals who want to develop their knowledge
- Operations managers, Purchase managers, Supply chain managers, Logistics Managers, Finance Managers, Contracts Managers, Procurement Managers
- Professionals wishing to further develop their role in their organizations
- Shipping company personnel wishing to upgrade their knowledge to support their customers

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**



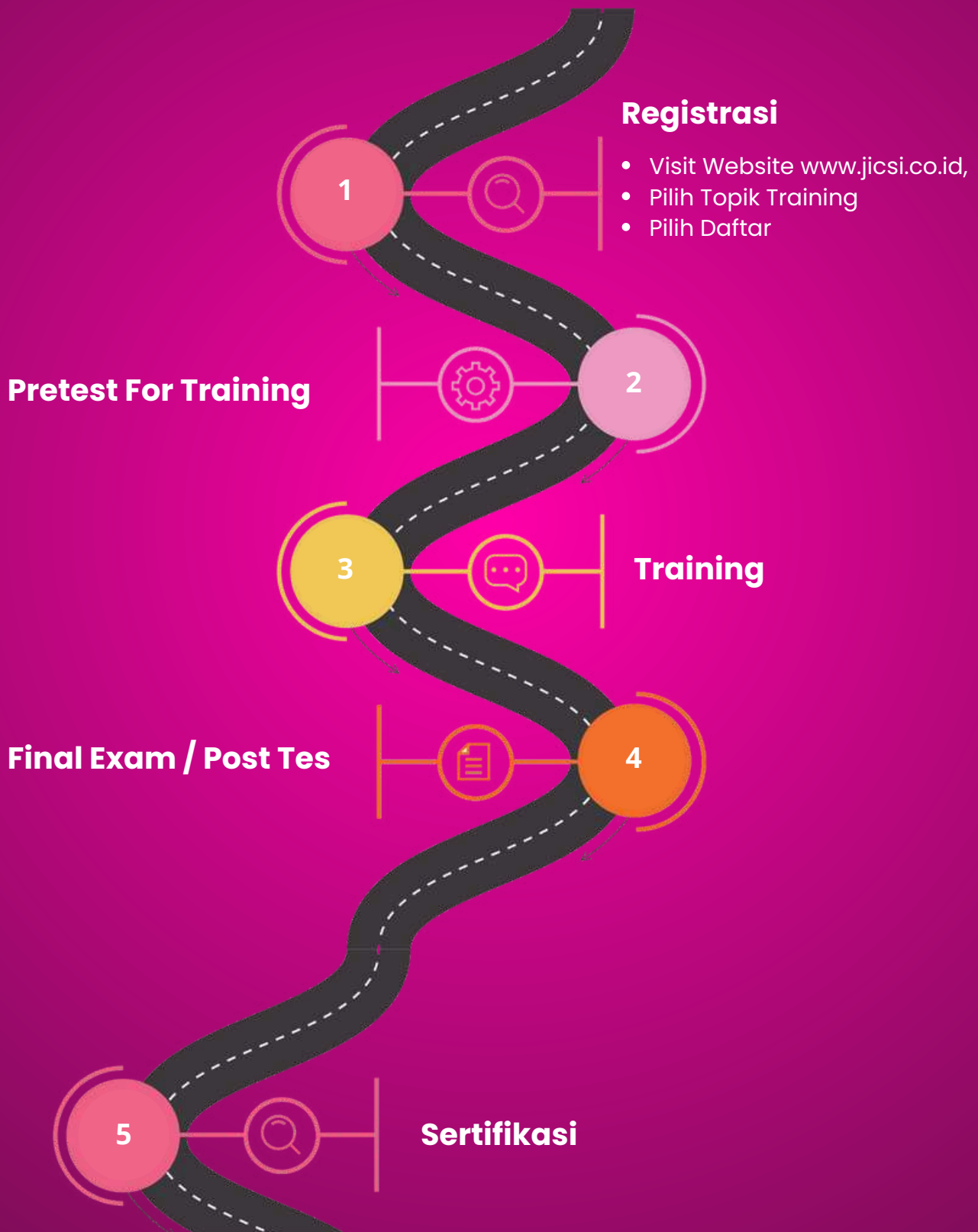
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Purchasing a Strategic Function

Module 2 : Supplier Evaluation and Negotiation

Module 3 : Specifying Requirements and Planning

Module 4 : Value Analysis

Module 5 : Preparation – Contract/Agreement

Module 6 : Performance Management – Evaluating and Measurement

Module 7 : Obtaining and Evaluating Offers

Module 8 : Governance of Purchasing and Supply Function

Module 9 : Life Asset Management

Module 10: Review Common IT Solutions and Other Tools



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**

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