



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Skills for Purchasing Manager Course

OVERVIEW



Purchasing involves sourcing, purchase and delivery of goods and services that an organisation requires to manufacture finished products with a profit. What does purchasing management entail? Purchasing management involves people, processes and technology.

The purchasing department of an organisation is one of the most important departments as efficient practices within this department has a direct impact on the profits of the organisation.

Purchasing is based on the fundamentals that goods are purchased at the best price and terms in order to deliver the best profit for the company.

Purchasing management, thus, is the management of all these processes and systems and other relevant aspects for better profits. Cost-saving, on the other hand, refers to all efforts made to reduce costs incurred by an organisation in terms of materials, labour and overheads.

By undertaking this Certified Purchasing Manager Course course, you will play an important role in reducing costs for your organisation, thereby increasing profits and contributing immensely to the growth of the organisation and to your career advancements in terms of higher roles and responsibilities.



Course Objectives

The main objective of this Certified Purchasing Manager training course is to empower professionals with:

- Complete knowledge and understanding of purchasing management and cost-saving techniques
- The required skills and techniques to review previous costs incurred and suggest changes for saving costs and increasing profits
- The necessary knowledge and confidence to apply advanced cost-saving techniques for better purchasing management
- The ability to devise objective metrics to measure and manage performance, which has an impact on costs incurred by the organisation
- The skillset and capabilities to make the best use of technology to automate maximum operations and introduce lean processes within the organisation, thereby increasing efficiency
- The confidence, knowledge and experience to undertake higher roles and responsibilities in purchasing and cost-saving, thereby facilitating your career growth and progression across industries
- The required confidence and knowledge to train other professionals on cost-saving techniques that can be applied directly or indirectly to processes within their department

TRAINING METHODOLOGY

Training are completely customisable as per the professional backgrounds of the training audience. The training is delivered by an experienced trainer in the relevant domain, using detailed audiovisual presentations. Two-way participation is ensured through group activities and assignments, role-plays, case study discussions, etc. Trainees are also encouraged to share issues and concerns they face at their workplace, and these are discussed in detail by the trainer while drawing relevance to the training topic.





ORGANISATIONAL BENEFITS

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

- Trained professionals overseeing key functions in the organisation and providing expert advice regarding purchasing management
- Better purchasing management, more cost-saving and increased profits
- Organisational growth and development because of reduced costs and increased profits
- Application of advanced tools and techniques to save costs incurred by the organisation
- Regular training of employees to adopt leaner processes for cost-saving in their departments
- Automation and leaner processes resulting in increased efficiency
- Continuous improvement in processes and systems because of regular reviews and checks by trained professionals
- Increased organisation credibility because of better cost management and increased profits

PERSONAL BENEFITS

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

- Detailed understanding and knowledge of purchasing management and cost-saving techniques
- Increased confidence, understanding and knowledge of advanced cost-saving techniques to reduce expenses and increase profits
- Enhanced skill set and capabilities to manage purchases and introduce maximum automation for lean operations, thereby saving costs
- Better confidence and experience to train other professionals on efficient purchasing management and best cost-saving techniques
- Enhanced skill set and capabilities to undertake higher roles and responsibilities in purchasing management, thus increasing scope and opportunities for career progression
- Increased knowledge and understanding to devise objective metrics to measure and track performance, which has a direct impact on the costs of the organisation

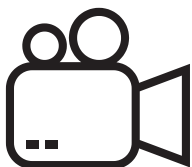




WHO IS THIS PROGRAMME FOR?

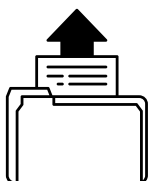
- Financial advisors of organisations responsible for providing expert advice on the purchases of the organisation
- Senior managers of the organisation responsible for making critical decisions related to costs
- Accounts managers and supervisors handling the accounts and finances of the organisation
- Managers and supervisors of other departments who can make changes in their departmental processes for saving costs
- Internal and external auditors responsible for ensuring that enhanced processes also adhere to industry standards and benchmarks
- Any other professional who would like to know more about purchasing management and cost-saving techniques

PROGRAMME HIGHLIGHTS

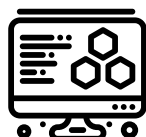


+60

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



**10+
Assignments/
Applications**



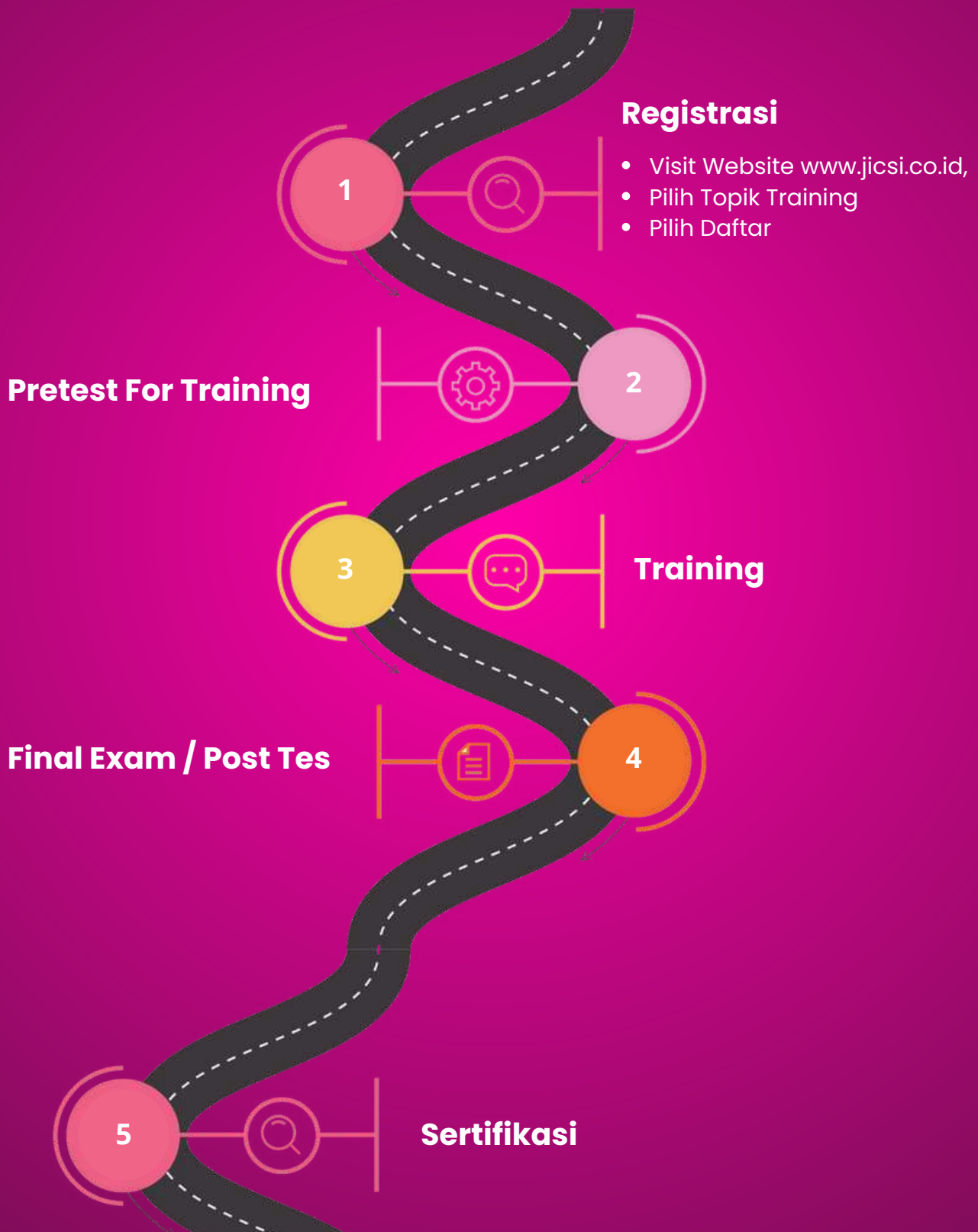
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Objectives of Purchasing Management

Module 2 : Functions of Purchasing Management

Module 3 : Stages of Purchasing Management

Module 4 : Different Types of Costs

Module 5 : Characteristics of Cost Reduction

Module 6 : Cost Reduction Techniques

Module 7 : Best Practices for Cost Reduction

Module 8 : Advantages of Cost Reduction



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

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M: 0858-833-833-83

E: marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

