Developing Purchasing Policies, Processes and SLAs Course

22 – 26 November 2027
Lisbon (Portugal)



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Ref: 323062_223605 **Date:** 22 – 26 November 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

Course Description

This comprehensive 1-week course equips procurement professionals with the skills to develop and implement effective purchasing policies, processes, and Service Level Agreements SLAs. Participants will learn to align procurement strategies with organizational goals, create clear and actionable policies, design efficient processes, and develop performance-driven SLAs. The course combines theoretical knowledge with practical applications to enhance procurement practices.

Learning Objectives

- Understand the strategic role of procurement in organizational success
- Develop clear and concise purchasing policies aligned with business objectives
- Design and optimize cross-functional procurement processes
- Create effective Service Level Agreements SLAs and Key Performance Indicators KPIs
- Implement best practices in policy writing and process mapping
- Enhance stakeholder management and communication in procurement

Course Modules

Day 1: Strategic Procurement Foundations

- The evolving role of procurement in organizations
- Aligning procurement strategies with business objectives
- Stakeholder analysis and management
- Ethical considerations in procurement

Day 2: Developing Effective Purchasing Policies

- Key components of purchasing policies
- Policy writing techniques and best practices
- Ensuring compliance and risk management
- Implementing and communicating policies



Day 3: Optimizing Procurement Processes

- Process mapping and analysis techniques
- Designing efficient procurement workflows
- Integrating technology in procurement processes
- Continuous improvement methodologies

Day 4: Creating Impactful Service Level Agreements SLAs

- SLA fundamentals and structure
- Developing performance metrics and KPIs
- Negotiating and implementing SLAs
- Monitoring and managing SLA performance

Day 5: Implementation and Best Practices

- Change management in policy and process implementation
- Measuring procurement performance
- Supplier relationship management
- Case studies and practical applications

Practical Wins for Participants

- Develop a tailored purchasing policy for your organization
- Create a process map for a key procurement function
- Draft an effective Service Level Agreement template
- Design a balanced scorecard of procurement KPIs

