

# Developing Purchasing Policies, Processes and SLAs Course

30 May – 3 June 2027  
Dubai (UAE)

UK Training

# PARTNER

A photograph of chess pieces on a checkered board. In the foreground, a large gold king piece stands prominently on a dark square. To its left, a silver pawn piece sits on a light square. Further back, another silver pawn piece is visible on a light square. The background features a series of concentric, light gray circles that create a sense of depth and focus on the king piece.

## Developing Purchasing Policies, Processes and SLAs Course

**Ref:** 323062\_223610 **Date:** 30 May – 3 June 2027 **Location:** Dubai (UAE) **Fees:** 4200 GBP

### Course Description

This comprehensive 5-day 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

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

### **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

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in the foreground. The board is white and black, and the pieces are gold and silver. In the background, there are concentric circles radiating from the center.

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