

# informatelch



PROCUREMENT AND SUPPLY CHAIN MANAGEMENT | PSCM-008

## Developing Purchasing Policies, Processes and SLAs

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# Course content

## Why Attend

Well-defined purchasing policies, standardized processes, and clear Service Level Agreements (SLAs) are essential for ensuring consistency, transparency, and efficiency in procurement operations. Organizations without structured procurement frameworks often face inefficiencies, compliance risks, and poor supplier performance. This course equips participants with the knowledge and tools to design, implement, and improve procurement policies, streamline purchasing processes, and establish effective SLAs that align with organizational goals and governance standards.

## Course Methodology

This course combines best-practice frameworks with practical workshops and real-world case studies. Participants will work on developing procurement policies, mapping processes, and designing SLA structures. Interactive sessions will include process improvement exercises, policy drafting, and performance measurement design. Templates and examples will be used to ensure immediate application in the workplace.

## Course Objectives

By the end of this course, participants will be able to:

- Develop and implement effective purchasing policies
- Design standardized procurement processes and workflows
- Establish clear roles, responsibilities, and governance structures
- Create and manage Service Level Agreements (SLAs)
- Define procurement KPIs and performance metrics
- Improve compliance and reduce procurement risks
- Align procurement processes with organizational strategy
- Enhance efficiency and accountability in purchasing operations



# Course content

## Target Audience

- Procurement and Purchasing Managers
- Supply Chain and Logistics Professionals
- Contract and Commercial Managers
- Operations and Finance Managers
- Compliance and Audit Professionals
- Anyone responsible for procurement governance

## Target Competencies

- Procurement policy development and implementation
- Process design and optimization
- SLA development and management
- Governance and compliance in procurement
- Performance measurement and KPI design
- Risk management and control
- Strategic alignment and decision-making

## Course outline

### Day 1: Foundations of Procurement Governance

- Role of policies in procurement management
- Procurement governance frameworks
- Key elements of purchasing policies
- Roles, responsibilities, and authority levels
- Ethical standards and compliance requirements



# Course content

## Course outline

### Day 2: Designing Procurement Processes

- Procurement lifecycle and process mapping
- Standardizing purchasing procedures
- Approval workflows and delegation of authority
- Process documentation and controls
- Identifying inefficiencies and improvement opportunities

### Day 3: Developing Service Level Agreements (SLAs)

- Introduction to SLAs in procurement
- Defining service scope and expectations
- SLA structure and key components
- Performance indicators and service metrics
- Monitoring and managing SLA performance

### Day 4: Performance Management and Compliance

- Procurement KPIs and measurement systems
- Monitoring compliance and internal controls
- Risk management in procurement processes
- Audit readiness and documentation
- Continuous improvement strategies

### Day 5: Implementation and Best Practices

- Implementing procurement policies and processes
- Change management and stakeholder engagement
- Digital procurement systems and automation



# Course content

## Course outline

- Case studies of successful procurement frameworks
- Final workshop: developing a procurement policy and SLA framework



# Seminar dates

## Available seminar dates

Live dates and pricing for Developing Purchasing Policies, Processes and SLAs generated from the course details page.

| Date                   | Location                | Format    | Fee      |
|------------------------|-------------------------|-----------|----------|
| 3 - 7 August 2026      | London - U.K            | Classroom | €3,850.- |
| 10 - 14 August 2026    | Barcelona - Spain       | Classroom | €2,550.- |
| 7 - 11 September 2026  | Kuala lumpur - Malaysia | Classroom | €2,850.- |
| 14 - 18 September 2026 | Istanbul - Turkey       | Classroom | €3,850.- |
| 5 - 9 October 2026     | Barcelona - Spain       | Classroom | €4,250.- |
| 12 - 16 October 2026   | Vienna - Austria        | Classroom | €4,200.- |
| 9 - 13 November 2026   | Amsterdam - Netherlands | Classroom | €2,850.- |
| 16 - 20 November 2026  | Istanbul - Turkey       | Classroom | €3,850.- |
| 7 - 11 December 2026   | Paris - France          | Classroom | €4,400.- |
| 14 - 18 December 2026  | Barcelona - Spain       | Classroom | €4,200.- |
| 21 - 25 December 2026  | London - U.K            | Classroom | €4,250.- |

### Live online option

Online delivery is available at €1,850.-.