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PROCUREMENT AND SUPPLY CHAIN MANAGEMENT | PSCM-008

Developing Purchasing Policies, Processes and SLAs

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands

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
6 - 10 July 2026	Istanbul - Turkey	Classroom	**€4,200.-**
20 - 24 July 2026	Amsterdam - Netherlands	Classroom	**€4,250.-**
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.-.