



PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

Developing Purchasing Policies, Processes and SLAs

Course code: PSCM-008



SPARK TRAINING

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— Workshop Overview

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.

Why Attend

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.

Who Should Attend

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

— Learning Objectives

- 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 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

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
- Case studies of successful procurement frameworks

- Final workshop: developing a procurement policy and SLA framework

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Barcelona - Spain	€2,125
12 - 16 October 2026	Vienna - Austria	€2,100
9 - 13 November 2026	Amsterdam - Netherlands	€1,425
16 - 20 November 2026	Istanbul - Türkiye	€1,925
7 - 11 December 2026	Paris - France	€2,200
14 - 18 December 2026	Barcelona - Spain	€2,100
21 - 25 December 2026	London - United Kingdom	€2,125
18 - 22 January 2027	Kuala Lumpur - Malaysia	€1,400

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.