



*Training Course:
Good & Best Procurement Practices*

*15 - 26 March 2027
Vienna (Austria)*

Training Course: Good & Best Procurement Practices

Training Course code: PC9434 From: 15 - 26 March 2027 Venue: Vienna (Austria) - Training Course Fees: 9550 € Euro

Introduction

Procurement is the process of acquiring goods, works, and services, covering the entire lifecycle from identifying needs to contract closeout or asset end-of-life. Over recent years, procurement practices have undergone transformational change, with tendering, quality assurance, IT, and e-procurement systems enabling significant cost reductions and improved efficiency. This program equips participants with best practices and practical tools to modernize procurement operations, implement e-procurement, and align workflows with industry standards.

Course Objectives

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

- Understand and align procurement objectives with organizational goals.
- Apply legal and contractual principles in procurement.
- Analyze customer needs and improve internal and external procurement satisfaction.
- Implement competitive and non-competitive procurement strategies effectively.
- Integrate quality assurance, continuous improvement, and e-procurement tools.
- Develop long-term supplier relationships and optimize tendering processes.
- Manage procurement disputes and implement best practices for workflow and cost efficiency.

Target Audience

- Procurement and Sourcing Managers
- Contract Administrators
- Purchasing Officers
- Supply Chain Professionals
- Procurement Team Leaders
- Department Heads involved in procurement decisions

Course Outline 10-Day Version

Day 1 - Organizational Procurement Objectives

- Understanding organizational procurement goals
- Aligning procurement strategy with corporate strategy
- Procurement workflows and internal procedures
- Legal and contractual fundamentals for procurement

Day 2 - Understanding Customer Expectations

- Internal customers: user departments, management
- External customers: ultimate users and stakeholders
- Meeting and exceeding customer expectations
- Case studies on customer-focused procurement

Day 3 - Step-by-Step Quality Implementation Methodology

- Core quality assurance principles
- Quality planning for procurement
- Meeting real vs. stated customer needs
- Continuous monitoring and improvement

Day 4 - Procurement Processes and Methods

- Competitive procurement
- Non-competitive procurement
- Procurement prequalification processes
- Tendering and contract lifecycle management

Day 5 - Vendor Development and Relationships

- Long-term supplier relationships
- Supplier selection and evaluation
- Vendor performance measurement
- Negotiation strategies for procurement success

Day 6 - Quality Assurance & Customer Satisfaction Processes

- 4M + C analysis of procurement processes Man, Material, Method, Machine + Customer
- Process mapping and identifying bottlenecks
- Establishing controls and KPIs
- Aligning procurement quality with customer satisfaction

Day 7 - Workflow and Process Improvement

- Analyzing procurement workflows
- Implementing process controls
- Continuous improvement methods
- Case studies in workflow optimization

Day 8 - E-Procurement Strategies

- E-tendering processes for cost and time reduction
- Automating procurement workflows
- Reducing cycle times and improving productivity
- Integrating digital procurement systems

Day 9 - Negotiation, Contracts & Dispute Resolution

- Negotiated contract processes

- Win-win dispute resolution
- Risk management in procurement contracts
- Case studies on successful negotiation strategies

Day 10 - Building a Procurement Knowledge Base & Wrap-Up

- Capturing lessons learned and best practices
- Knowledge management for procurement teams
- Developing action plans for implementation in your organization
- Final review, Q&A, and program evaluation

Registration form on the Training Course: Good & Best Procurement Practices

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