Training for Managing Indirect Procurement

A key part of the IndirectPro™ solution is training designed specifically for sourcing professionals managing indirect spend. Our main class is **Best Practices for Indirect Procurement**, a four-day program to master key indirect procurement processes to improve bottom line growth.

Our training is based on best practices found in the **COPC Indirect Procurement Standard**, a performance management system created specifically for indirect procurement operations. The Standard was developed as a collaborative effort by Microsoft Corporation, procurement executives from other leading companies, Western Michigan University, and COPC Inc. **The Standard is free to download**.

> **Best Practices for Indirect Procurement training provides a holistic framework to guide strong dominion of a successful procurement organization, and I recommend it to emerging procurement leaders.**
>
> **—Senior Director, Strategic Sourcing at LinkedIn**

Best Practices for Indirect Procurement

This in-depth training program provides best practices, metrics and processes for managing indirect procurement based on the **COPC Indirect Procurement Standard**. Participants will learn detailed approaches for implementing the guidelines found in all five areas of the Standard—leadership and planning, business processes, support processes, performance measures and people processes.

Some of the key topics are:

- Building stronger relationships with internal stakeholders
- Developing sourcing strategies and plans
- Selecting, contracting and managing partners
- Managing value and cost
- Determining relevant and useful performance metrics
- Implementing change and managing partner compliance and risk
- Executing an ongoing continuous improvement approach
- Recruiting, hiring, managing and training staff

> **The depth and breadth of the content is really relevant to our daily jobs. The knowledge and comprehension of the trainers was fantastic.**
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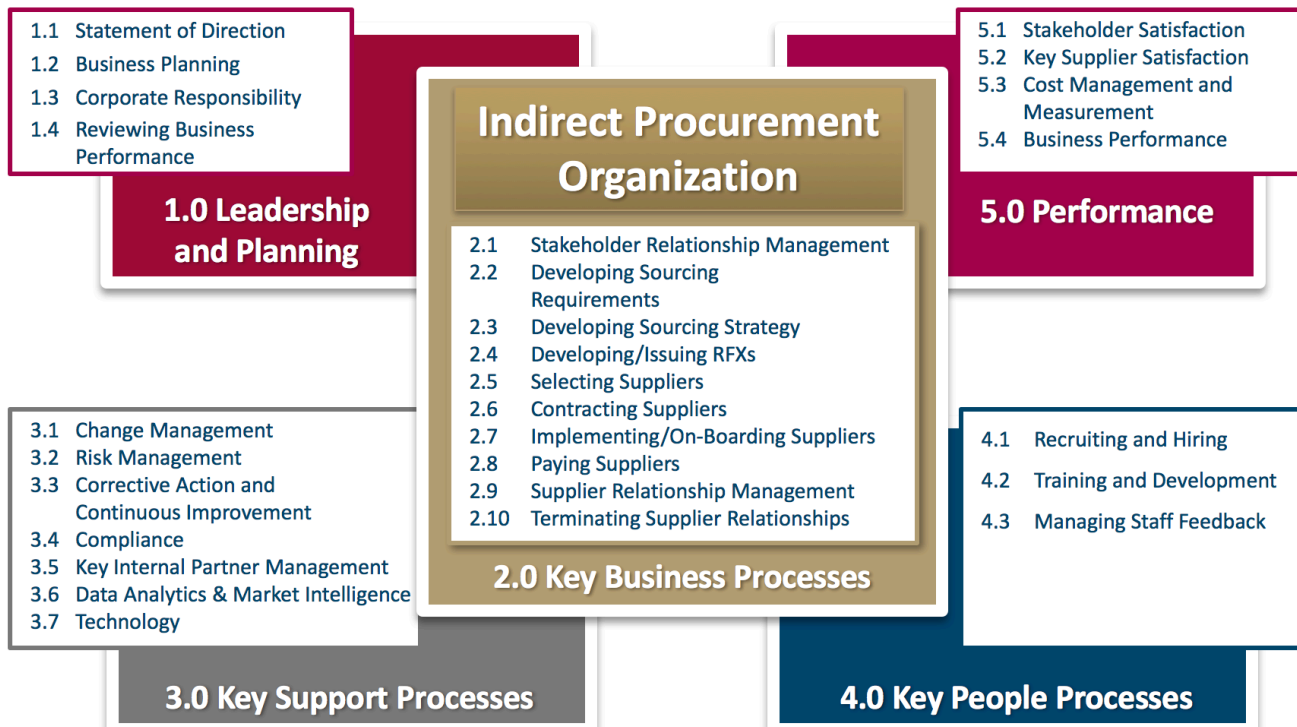> **—Supplier Account Manager, Microsoft**

The course is an interactive learning environment with a combination of lecture, discussion, case study, group projects and daily reviews.

Those who pass an exam at the end of the course will earn the designation of Certified IndirectPro Leader.

An overview of the COPC Indirect Procurement Standard

1.1 Statement of Direction
1.2 Business Planning
1.3 Corporate Responsibility
1.4 Reviewing Business Performance

1.0 Leadership and Planning

5.1 Stakeholder Satisfaction
5.2 Key Supplier Satisfaction
5.3 Cost Management and Measurement
5.4 Business Performance

5.0 Performance

Indirect Procurement Organization

2.1 Stakeholder Relationship Management
2.2 Developing Sourcing Requirements
2.3 Developing Sourcing Strategy
2.4 Developing/Issuing RFXs
2.5 Selecting Suppliers
2.6 Contracting Suppliers
2.7 Implementing/On-Boarding Suppliers
2.8 Paying Suppliers
2.9 Supplier Relationship Management
2.10 Terminating Supplier Relationships

2.0 Key Business Processes

3.1 Change Management
3.2 Risk Management
3.3 Corrective Action and Continuous Improvement
3.4 Compliance
3.5 Key Internal Partner Management
3.6 Data Analytics & Market Intelligence
3.7 Technology

3.0 Key Support Processes

4.1 Recruiting and Hiring
4.2 Training and Development
4.3 Managing Staff Feedback

4.0 Key People Processes

Key Features of Using the COPC Indirect Procurement Standard

- Lower spending with better, more consistent partner performance
- Higher levels of satisfaction among both internal stakeholders and partners
- High-performing procurement operation with appropriate staffing levels and optimal organizational costs
- Procurement organization becomes a trusted strategic advisor to its internal stakeholders

About COPC Inc.

COPC Inc. provides consulting, training, certification and the RevealCX™ software solution for operations that support the customer experience. The company also offers the IndirectPro™ line of services for sourcing professionals. Starting in 1996, COPC Inc. created the COPC Standards, a collection of performance management systems for call centers, CX operations, vendor management, and procurement. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior customer experience. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com

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