Training Workshop and Benchmark Assessment for Indirect Procurement

IndirectPro™ is a suite of services by COPC Inc., offering consulting, training and certification for the indirect procurement industry. Our goal is to help you create efficient and high-performing procurement operations, providing indirect goods and services at an optimal value.

If you want to make an immediate and lasting improvement in your indirect procurement operation, our one-day workshop and benchmark assessment are now available. These are offered as stand-alone services or can be combined for maximum impact.

All IndirectPro services are 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.

Indirect Procurement Training Workshop

Designed for sourcing professionals, this one-day session provides leaders with an overview of the key best practices for indirect procurement.

It is based on best practices from benchmarking, recommendations from industry experts, and the COPC Indirect Procurement Standard.

This course covers:
- Supplier relationship management
- Stakeholder relations
- Change and risk management
- Sourcing strategy
- Metrics

It is ideal for indirect procurement directors, managers and senior staff who want to learn how to identify improvement opportunities and implement change.

This class is available upon request.

www.indirectpro.com

Indirect Procurement Benchmark Assessment

A benchmark assessment is conducted by COPC Inc. indirect procurement experts who will evaluate key areas of your operations compared to industry best practices and the requirements found in the COPC Indirect Procurement Standard. The scope is tailored to your specific needs and can range from a single area (i.e. supplier relationship management) to all 28 items of the Standard.
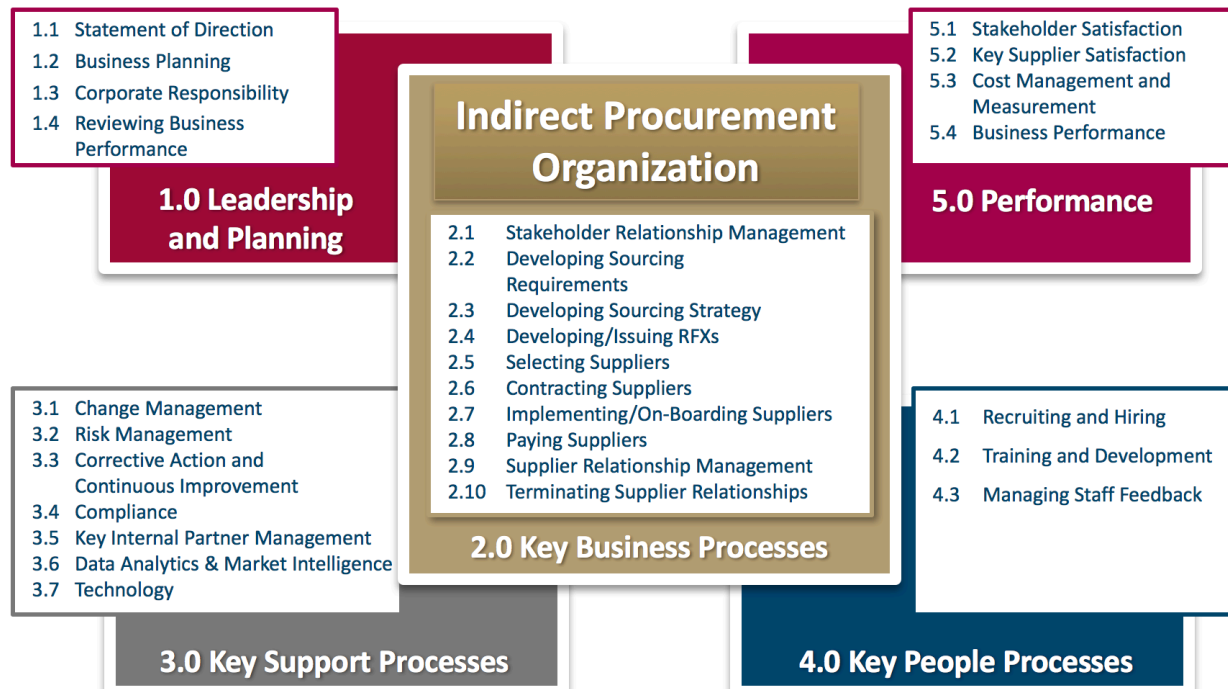
Benefits:
- Understand how your approach, processes and performance compare to high-performing operations in areas such as:
  - Relationship management with stakeholders, key suppliers and internal partners
  - Metrics used by your operation and performance levels
  - Change management capabilities
- Receive detailed and specific recommendations to help you improve your operations

Length: 2 to 4 days onsite depending on scope

At the end of the assessment, you will have a clear picture of the actions needed to make a significant and sustained improvement.

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 supplier performance
- Higher levels of satisfaction among both internal stakeholders and suppliers
- 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

For more information, please visit www.indirectpro.com or email info@indirectpro.com.

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