

COPC Indirect Procurement Standard and Certification

The COPC Indirect Procurement Standard

The COPC Indirect Procurement Standard, published in 2017, is a performance management system for indirect procurement operations.

The Standard was developed as a collaborative effort by COPC Inc., Microsoft Corporation, other industry executives and the Center for Supply Chain Management at Western Michigan University. This group created the Standard to provide well-defined processes and outcome-based metrics specifically for indirect procurement organizations.

The Standard is available free of charge and can be downloaded [here](#). It can be used by any procurement organization, especially those with substantial amounts of indirect spend.

Strategically Manage Your Indirect Spend and Become a Trusted Advisor to Your Internal Customers

As a procurement professional, you want to strategically manage your indirect spend. You have numerous internal customers and potentially hundreds of suppliers that provide products and services to meet your customers' needs. Yet, until now, there have been no guidelines or best practices for indirect procurement.

The COPC Indirect Procurement Standard gives you the guidelines to strategically manage your indirect spend. The Standard provides best practices and key metrics in five areas: leadership and planning; business processes; support processes; people processes; and performance. Key benefits of the Standard are:

- Achieve optimal spend with better, more consistent supplier performance
- Develop well-designed processes followed by well-trained staff for consistent execution
- Execute clearly documented supplier agreements with performance requirements
- Run an efficient operation with appropriate staffing levels and optimal costs

Become a Trusted Advisor By following the guidelines in the Standard, your procurement team will achieve higher levels of satisfaction among both internal customers and suppliers. You will develop consistent and effective processes to provide indirect goods and services at an optimal value--balancing cost, quality and risk.

Certify Your Organization COPC Inc. offers certification to the COPC Indirect Procurement Standard. This is an independent and objective review of your indirect procurement operations. Achieving certification provides external validation that your organization is meeting benchmark levels of performance.

How to Achieve Certification to the COPC Indirect Procurement Standard

Review Current Processes and Performance

- COPC Inc. conducts a baseline assessment of your indirect procurement organization compared to the requirements of the COPC Indirect Procurement Standard.
- COPC Inc. provides a detailed list of actions to close the gaps, improve performance and meet the benchmark requirements.

Close Gaps and Improve Performance

- A member of your staff attends training to learn the requirements of the COPC Indirect Procurement Standard.
- Your procurement team works to close the gaps identified during the baseline assessment with remote and onsite support by COPC Inc.

Verify and Validate Improvement

- COPC Inc. conducts a comprehensive audit. The output is a certification decision and a written report.
- Certification validates consistent deployment of purchasing best practices and results that are scalable and sustainable.

Working closely with COPC and other leading companies to establish an Indirect Procurement Standard aligns with our efforts to continuously improve our procurement processes. Sharing best practices while also establishing a framework to evaluate performance, measure improvement, and, ultimately, increase business impact is a win-win for us and other companies who are participating in the development and governance of this new industry standard.

—Mike Simms, Chief Procurement Officer, Microsoft Corporation

ABOUT COPC INC.

COPC Inc. provides consulting, training, certification and the RevealCX™ software solution for operations that support the customer experience. The company created the COPC Standards, a collection of performance management systems for call center operations, customer experience management, vendor management, and procurement. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior customer experience across all channels. 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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