

TRAINING

APRIL - MAY 2012

PROCUREMENT & PURCHASING



THE EFFECTIVE PURCHASING MANAGER

16 & 17 APRIL 2012 - Auckland

CATEGORY MANAGEMENT

30 APRIL - 1 MAY 2012 - Wellington

14 & 15 MAY 2012 - Auckland

NEW

NEGOTIATION, INFLUENCING & PEOPLE SKILLS FOR PROCUREMENT PROFESSIONALS

23 APRIL 2012 - Wellington

9 MAY 2012 - Auckland

NEW

BrightStar

THE EFFECTIVE PURCHASING MANAGER

With up to 70% of an organisation's turnover being spent by the Procurement & Purchasing Team, it makes sense to manage that spend well. A small percentage improvement can equate to lots of dollars on the bottom line.

This course covers many of the procurement and purchasing tools that can be used to provide better share holder value.

AUCKLAND
16 & 17 APRIL 2012

9.00am - 5.00pm

Key Learning Objectives

Upon completion of this course, participants will know how to:

- Align spend to organisational strategy
- Ascertain purchasing goals and plans
- Select suppliers in tune with strategies
- Manage suppliers to maximise return – including KPI management
- Basic negotiation skills
- Implementation and Management of Cost Reduction Programmes
- Reduce the risk to their supply chains

Learning Methodology

Presentations, videos, team work, practical sessions and personal time are all utilised to identify opportunities and develop real plans to improve the situation of their organisations. All course participants will receive a certificate of attendance and a hard copy workbook.

COURSE OUTLINE

Establishing the critical success factors for your operation

- What is your organisation expecting from its purchasing and supply chain performance?
- Using performance reporting as a business improvement tool
- Determining appropriate key performance indicators to measure improvement
- What do the top performers do best and how can you emulate their strategies?
- Creating a sustainable procurement management framework for your organisation

Implementing strategies for cost-effective purchasing and procurement

- Strategic cost management as opposed to ad-hoc cost reduction
- Aligning cost management strategies to those of the business
- Practical tips to manage your expenditure and reduce costs
- Measuring the impact of cost management initiatives on profitability

Supplier selection and management

- What are the roles and responsibilities of a procurement manager in the supplier relationship?
- Creating a supplier development plan
- What are the key phases of supplier management?
- Developing strategic supplier management skills
- Analysis of the practical tools available for effective supplier management
- Analysing the different levels of relationships with suppliers

Evaluating your suppliers - developing key measures for a total cost and value approach

- How can you measure supplier performance?
- Assessing the value of moving to a partnership agreement
- Examining the different types of purchasing and procurement contracts and service level agreements
- How to move towards a total cost value partnership

Identifying and managing key risks

Looking at risks in each stage of the supply chain

- Developing a framework to manage these risks
- Balancing risk with the need to maximise your purchasing power
- How to monitor the risk reporting of the department
- How to take a vulnerability analysis to assess your exposure to risks

E-procurement: Customising a solution to fit your organisation

- Key factors in the decision to move towards Internet based purchasing
- Managing the impact of change in the purchasing department
- The role of integrated systems (ERP)
- Examining the hidden costs
- Integrating suppliers to an e-commerce platform
- Assessing the true cost of traditional purchasing costs vs e-commerce

Essential negotiation skills for the procurement function

- Understanding the various styles of negotiation
- Determining the most appropriate style for you
- Setting the scene: What preparation is needed?
- Understanding the impact of non-verbal communication on your relationship
- Wrapping up the negotiation process - things you must do

Purchasing processes: How to become operationally efficient in purchasing

- Understanding your processes - how to map effectively
- How to cost your \$ per transaction and then how to reduce it
- 90 day payback tools for optimising purchasing processes
- Payment strategies
- Kanban, consignment stocking, purchasing cards, and vendor managed inventory
- Other useful improvement ideas for reducing your cost of transaction

Developing a balanced performance measurement framework that is value driven

- Choosing the most effective measures and standards for your organisation
- Finding and locating appropriate organisations to benchmark with
- Integrating new performance standards into your own purchasing processes
- Setting up and managing the processes
- Using the system
- What happens to the information?
- Who should be involved?
- How is it linked to management incentives?
- Linking it to continuous improvement
- Supplier performance overview and assessing your status as a customer

CATEGORY MANAGEMENT

Increasingly, organisations are taking a category approach to spend management to drive savings and results. Category Management allows organisations to group similar expenditure items to maximise purchasing leverage in product markets

By applying the principles of Category Management, the procurement team can align its activities with overarching business goals and priorities and become true strategic agents.

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30 APRIL - 1 MAY 2012

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Key Learning Objectives

Upon completion of this course, participants will know how to:

- Achieve better value for money and realise the untapped potential in CM
- Match purchase-related decisions with business critical requirements
- Develop a category plan for each category together with measurable outputs
- Apply CM process to different categories of spend
- Develop a cross-functional approach to CM and overcome internal resistance to change
- Establish effective CM governance to achieve organisational goals

Learning Methodology

Presentations, team work, practical sessions and personal time are all utilised to identify opportunities and develop real plans to improve the situation of their organisations.

All course participants will receive a certificate of attendance and a hard copy workbook outlining Category Management tools and techniques.

COURSE OUTLINE

Aligning CM with business critical requirements

- Understanding business requirements; the need behind a purchase and how the purchase will be used
- CM tools and techniques required to achieve better value for money
- Using Category Management to drive strategic sourcing
- The benefits of adopting Category Management principles
- Delivering actionable results and improved performance
- Optimising category spend and contract arrangements

- Enabling better decision-making in purchasing and the ability to plan long-term
- Tighten procurement control to add strategic value

Category Analysis and Planning

- Identifying the most appropriate CM structure
- Develop a category plan with measurable outputs
- Achieve greater alignment of supplier and sourcing opportunities with the needs of the organisation
- Develop a category plan with measurable outputs
- Standardising requirements and achieving economies of scale
- How many categories are too many?
- How to apply CM processes to different categories of spend
- Develop and implement category based sourcing strategies

Market Engagement & Leverage

- Effectively watching and analysing markets to assess markets dynamics
- Anticipate and capitalise on market trends
- Identify profit potential and position your category to maximise market share.
- How to analyse and shape the market to achieve your goals
- Organising the resources of the procurement team to focus externally on supply markets
- Becoming true experts in buying trends, pricing structure and quality standards across selected categories
- Achieve more leverage in market for your category
- Stakeholder mapping and communications planning
- Analysing and mitigating risks

Maximising the Value of Supplier Relationships

- How CM helps elevate client-supplier relationships
- Defining strategic suppliers
- Supplier conditioning and relationship management
- Getting behind supplier's price using price model and purchase price cost analysis

Change Management & Governance Needed to Achieve Successful CM

- Understanding what the organisation needs to put in place to enable Category Management
- Understanding how CM matches your organisational structure and where change might be needed
- Implementing a CM structure across departments
- Applying change management techniques to implement CM successfully
- Develop a cross-functional approach to CM to overcome internal resistance to change
- Establishing effective CM governance

Monitoring and Measuring the Effectiveness of CM

- Identifying the activities required to monitor, measure and ensure the ongoing effectiveness of your sourcing and CM strategies
- Measuring the effectiveness of Category Management
- Identifying when to revisit your sourcing strategy



NEGOTIATION, PEOPLE SKILLS & INFLUENCING FOR PROCUREMENT PROFESSIONALS

AUCKLAND
9 MAY 2012

WELLINGTON
23 APRIL 2012

9.00am - 5.00pm

Increasingly, key supply chain team members need to be more strategic, be better at managing teams and be more effective in influencing and persuading others.

Negotiation, communication, trust building and persuasion skills are used extensively during the agreement of contractual arrangements, to establish long-term supplier relationship, and in the handling of contract variations. Within your organisation you can draw on these skills when dealing with stakeholders, building the profile of procurement and driving through change.

Key Learning Outcomes

This course will make delegates aware of key concepts relating to influencing, persuasion and negotiation. Upon completion of this course, participants will know how to:

- Achieve better results in the negotiation process
- Communicate more clearly with suppliers
- Derive even more value from the relationship with your suppliers
- Increase your personal effectiveness by mastering interpersonal relations
- Influence across your organisation and stakeholders
- Extend the remit of procurement outside its conventional boundaries
- Drive through change and engage with colleagues

Training Methodology

Presentations, team work, practical sessions and personal time are all utilised to identify opportunities and develop real plans to improve the situation of their organisations.

All course participants will receive a certificate of attendance and a hard copy workbook for future reference

COURSE OUTLINE

New Approaches to Influencing and Negotiating

- Review and understand the negotiation process
- Adopt new approaches to influencing and negotiating with suppliers
- Using persuasion and negotiation skills to achieve organisational objectives from the supply market
- Understand effective behaviour for negotiation

Understanding your Personal Communication Style

- Communication styles and techniques
- How do you come across?
- Understanding the signals you send and how they may be holding you back
- Improving how others respond to you
- Building on your personal communication style to engage more effectively
- Understanding how personality and communication styles come into play during negotiations

Negotiating with Suppliers

- Achieve better results in the negotiation process
- Negotiate both commercially and operationally with suppliers and other contract stakeholders
- Establish and maintain sound business relationships with supplier personnel and organisations
- Optimise supply contract terms agreed and performance achieved
- Increasing the perceived value of your negotiation by using emotions strategically

Negotiating with difficult people

- Learn how to enter into your next negotiation with a 'difficult person' with more confidence
- Raise your ability to confront and disarm hard bargainers
- Learn how to recognise manipulative tactics and neutralise their effect
- Use your persuasion skills to motivate the difficult person to change tact

Communication and Persuasion during the Life-Cycle of the Contract

- Understand the interpersonal dynamics involved in managing and motivating suppliers
- How communication and trust building helps in managing commercial and operational issues during the contract life-cycle
- Taking a long-term view to derive more value from your relationship and contract
- Know how to motivate your suppliers to go the extra mile for you
- Applying persuasion and negotiation skills to contract reviews and follow ups

Driving Internal Change Needed to Optimise the Procurement Function

- Motivating the procurement teams
- Engaging individuals in your team and building consensus in the team
- Using negotiation skills in people management
- Extending the remit of procurement outside its conventional boundaries
- Increasing the profile of procurement and ensuring that buying best practice is adhered to
- Driving through change and engaging with colleagues across the organisation
- Influencing across your organisation and stakeholders



You might also be interested in:

People Management Skills for Technical Professionals
12-13 April 2012 – Auckland
26-27 April – Wellington

Communicating with Diplomacy, Influence & Credibility
18-19 April 2012 – Auckland
9-10 May 2012 – Wellington

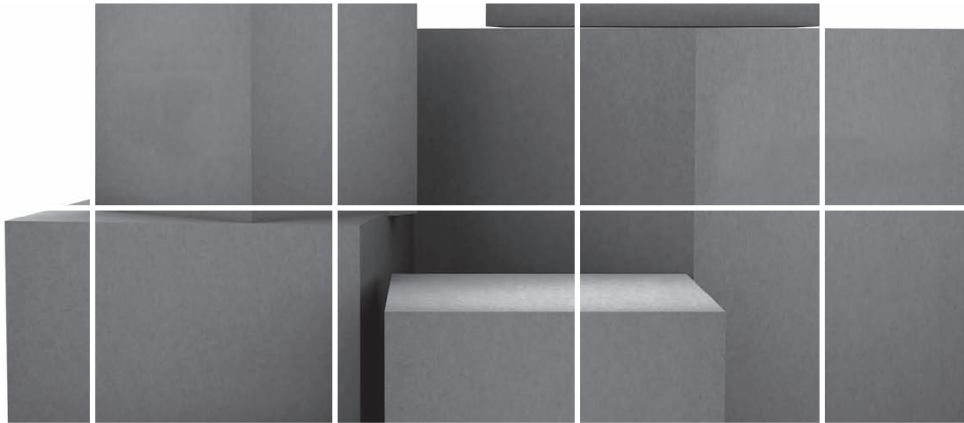
Project Management Essentials
12-13 March 2012 – Wellington
22-23 March 2012 – Auckland

Practical Budgeting & Forecasting for Managers
26-27 April 2012 – Wellington
7-8 May 2012 – Auckland

TRAINING

APRIL - MAY 2012

PROCUREMENT & PURCHASING



Keith Robinson

Supply Chain Consultant and Trainer, Director, Acumen Services
Trainer for all 3 courses

Keith Robinson has 20 years of supply chain experience working in New Zealand and Europe. He has worked in industries as diverse as automotive, plastics, pharmaceuticals, timber, electronic, clothing and distribution.

As the Director of Acumen Services Ltd, he consults on a very broad range of supply chain management issues, offering strategic advice and training on all facets of supply with a "sustainable lowest total cost" focus.

Keith has presented at conferences both in New Zealand and internationally, has lectured at a tertiary level and is also involved in NZQA assessment. He facilitates the internationally recognised C.P.M. (Certified Purchasing Manager) qualification in New Zealand.

Keith is a member of the Chartered Institute of Logistics and Transport, the Chartered Institute of Purchasing & Supply and a Fellow of the Project Management Institute of New Zealand.

Who Should Attend?

- Purchasing and Procurement Managers
- Category Managers
- Contract Managers
- Accounts Managers
- Supply Chain & Logistics Managers
- Site Managers
- Operations Managers
- Corporate Services Managers
- Office Managers
- Company Secretaries
- Corporate Performance Managers
- Stakeholders who work closely with purchasing and procurement
- Sales staff who want to better understand the approaches buyers use

Inhouse Training Solutions

If six or more staff in your organisation would benefit from training, you should consider our customised in-house solution.

Some of the benefits of our in-house events include:

- Cost effective: save up to 40% on training fees
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- Tailored to your needs: you can provide input into the content in accordance to your unique situation and training needs
- Privacy: you can discuss organisational challenges in confidence
- One day options available
- Proven and highly experienced trainers ensure the best possible ROI on your training investment

To find out more, please call 09 912 3610 or training@brightstar.co.nz



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Category Management
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9 May 2012 - Auckland
23 April 2012 - Wellington

Brochure Code: TF013 | TF108 | TF109 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____ Position _____
 Email _____ Mobile _____
 The Effective Purchasing Manager Wellington
 Category Management Auckland
 Negotiation, Influencing & People Skills for Procurement Professionals

Second Delegate

SEE BELOW FOR TEAM DISCOUNTS

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____ Position _____
 Email _____ Mobile _____
 The Effective Purchasing Manager Wellington
 Category Management Auckland
 Negotiation, Influencing & People Skills for Procurement Professionals

Company Details

Company Name _____
 Postal Address _____ City _____
 Telephone _____ Fax _____
 Name of Approving Manager _____
 Position _____ Email _____
 Booking Contact _____
 Position _____ Email _____

FIVE EASY WAYS TO REGISTER TODAY!

ONLINE: Visit our website: www.brightstar.co.nz

BY PHONE: (09) 912 3616

BY EMAIL: Send to register@brightstar.co.nz including all of the information included on the registration form

BY POST: Return completed registration form together with payment to: Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

BY FAX: Fax completed registration form to (09) 912 3617

HOW TO PAY

Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

Direct Credit payment to our bank account (please post advice of remittance)
Bank: The National Bank, North Shore Corporate
Account Name: Conferenz Ltd
Account Number: 06-0273-0228588-25

Post a crossed cheque payable to Conferenz Ltd

Please invoice my organisation the sum of \$ _____
 (GST No. 66-938-654)

My purchase order number is _____ (state if applicable)

You can also pay by credit card. Call our Customer Service Team on (09) 912 3616 if you wish to pay by this method, or register online at www.brightstar.co.nz

Bright*Star Training is a trading division of Conferenz Ltd.

What happens if I have to cancel?

You have several options:
 Send a substitute delegate in your place
 Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

Incorrect Mailing

If you are receiving multiple mailings or would like us to change any details or remove your name from our database, please contact our Database Department on (09) 379 5892 quoting your customer number.

Your Privacy

Personal data is gathered in accordance with the Privacy Act. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the following circle.

Please Note: Bright*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

Train the Team and Save

Register any two people on any 1 day courses from your organisation and get a **\$250 discount** off the combined ticket price or register 3 people on any 1 day courses and **save \$500** off the combined price. Register any two people on any 2 day courses from your organisation and get a **\$500 discount** off the combined ticket price or register 3 people on any 2 day courses and **save \$1000** off the combined price. Delegates must be from the same organisation and bookings must be made at the same time. For larger bookings call (09) 912 3610 or email training@brightstar.co.nz

Course Details	EARLY-BIRD SPECIAL Registrations received & paid before dates below	STANDARD PRICE Registrations received & paid after dates below
The Effective Purchasing Manager (TF013)	\$1895 plus GST SAVE \$200 27 February 2012	\$2095 plus GST 27 February 2012
Category Management (TF108)	\$1895 plus GST SAVE \$200 12 March 2012	\$2095 plus GST 12 March 2012
Negotiation, Influencing & People Skills for Procurement Professionals (TF109)	\$1195 plus GST SAVE \$100 5 March 2012	\$1295 plus GST 5 March 2012