

# Training & Mentoring Portfolio





## **1. Introduction:**

ISM-INDIA is the center of excellence on Procurement & Supply Chain Management issues. We design and deliver executive management development programs and professional certification that aim to upgrade the skills and knowledge necessary for career development and advancement and enable organizations to leverage the competitive advantage of their workforce.

Our programs help supply professionals deliver real strategic and sustainable value to their organizations. World class training and development of modern professional is ISM-INDIA core strength. Best practices, trouble shooting and strategic thinking are key elements in all our training and professional development programs.

All our courses are balanced combination of lectures, case studies and workshops. The courses range from introductory level, for those starting out in Supply Chain, to advanced courses, for those with years of experience. A key differentiator of our approach is our commitment to transferring knowledge so your organization can sustain and build improvements on its own.

## **2. Training Programs:**

The list of our popular training programs is as follows. However customized programs covering wide range of supply chain subject can be offered.

**2.1. Strategic Sourcing**

**2.2. Supplier Appraisal**

- 2.3. Contract Management
- 2.4. Procurement Risk Management
- 2.5. Procurement Management
- 2.6. Introduction to Procurement.
- 2.7. Smart Public Sector Procurement
- 2.8. Legal Implications of Procurement
- 2.9. Demystifying Supply Chain Management
- 2.10. Negotiations Management.
- 2.11. Designing Lean Supply Chain
- 2.12. CPSM Review Boot Camp (A short, intensive and rigorous course of training)

### 3. Training Methodology:

ISM training programs are very interactive. They are case studies based along with Q&A at the end of each session. This challenges the participants to use disciplinary knowledge & team participation skills.

ISM-India also offers Training +Mentoring option, which helps reinforce learning and build adoption after classroom sessions end. This ensures that awareness & enthusiasm generated in the classroom turns into an embedded process-one that your organization uses to drive business results.

### 4. Certification:

All participants after completion of the training program are awarded "Certification of Completion". However in some training programs we do provide **Certification** from ISM-INDIA after the participant has successfully completed on-line exam.

## 5. Overview of Training Program:



### 5.1. Strategic Sourcing

#### 5.1.1. Objective:

- Adopt new tools & techniques to exploit the buying power to identify opportunities for savings & minimize risks.
- Learn sourcing strategies and negotiating techniques to develop effective supplier relationships to minimize the operation cost and lead time.
- Build the knowledge base of procurement professionals

#### 5.1.2. Content:

- Module 1: Overview of Strategic Sourcing
- Module 2: Perform Spend & Market Analysis (Profile of the supplier group)
- Module 3: Develop Sourcing Strategy
- Module 4: Supplier Portfolio Generation
- Module 5: Selection of Implementation Path
- Module 6: Competitive Supplier Selection
- Module 7: Operational Integration with Suppliers
- Module 8: Continuous Benchmarking of Supply Market

**5.1.3. Intended for:** All professionals who have working knowledge of procurement process and techniques.

**5.1.4. Duration:** Three Days.

**5.1.5. Approach:** The training program is interactive, fun, practical and effective – customized with the company's objective in mind.



## 5.2. Supplier Appraisal:

**5.2.1. Objective:** To provide techniques and processes for identifying the Right Supplier and recognizing the risks at the assessment level.

### 5.2.2. Content:

- How Supplier Appraisal adds value to the supply chain?
- Developing appraisal criteria appropriate to business needs.
- KPIs & Benchmarking.
- Developing comprehensive evaluation matrix.
- Conducting supplier visits.
- Risk identification and contingency planning.

**5.2.3. Intended for:** Any procurement staff and others involved in supplier selection.

**5.2.4. Duration:** One Day.

**5.2.5. Approach:** Combination of Lectures, Group Discussion, Problem Solving etc.



## 5.3. Contract Management:

**5.3.1. Objective:** This program is intended to cover all those activities associated with contract management from the establishment of the business case and the confirmation of need, through contract administration and relationship management to the review of contract performance. In general contract management refer to post-award activities. Successful contract management, however, is most effective if upstream or pre-award activities are properly carried out. Hence we will try to cover upstream and down-stream activities to manage the contracts more effectively.

### 5.3.2. Content:

- Develop an understanding of procurement cycle, contract types, effective contracting methodologies, and contract law.
- Apply the principles of supplier segmentation to prioritise effort and apply differentiated supplier.
- Establish effective governance structures and implement the required processes, practices and resources to manage the delivery of the contract.
- Working effectively with stakeholders and others for ensuring the contract is effectively implemented and delivered.

- Access and manage key supplier risks within the contract delivery phase actively manage supplier relationships
- Establishing the performance framework and regime including SLA's, measures, incentives and sanctions.
- Identify how to drive continuous improvement with chosen suppliers.
- How to manage variations, change and avoid scope creep.
- Use rights, remedies and controls to manage and deal with non-performance.

**5.3.3. Intended for:** It is designed for anyone involved in the acquisition and management of any type of contract in both public and private sectors, including those who may already have some experience of managing contracts but who need to gather more in-depth knowledge, information and practical hands-on experience.

**5.3.4. Duration:** Two Days.

**5.3.5. Approach:** Combines theory and practical sessions, allowing you to practice in a risk-free environment the controls, tools and techniques of contract management using a case study and practical exercises.



## 5.4. Procurement Risk Management (PRM):

**5.4.1. Objective:** This program takes a fresh and concise look at the subject, offering a structured approach to assessing your organisation's PRM state-of-health and helping you doing something about it.

It is designed to improve delegates' awareness of techniques and best practices associated with risk analysis, evaluation and mitigation in the sourcing decisions made by them and their departments. It will equip them with a series of easy to apply risk assessment tools that can be used within a supply chain context.

### 5.4.2. Content:

- A clear definition and scope of procurement risk management
- Potential sources of risk to the organisation
- The difference between commercial and operational risk
- Supply chain mapping and risk assessment
- Risk elimination, avoidance and reduction techniques
- Risk transfer and mitigation strategies
- Contingency planning
- Risk assessment and control techniques
- The role of KPI's and sound contract management in risk management and mitigation.
- The effective contract manager.

**5.4.3. Intended for:** It is designed for delegates whose role requires them to assess and model supply chain risks when undertaking 'make or buy', and key sourcing and performance management decisions for new and existing services and purchases.

**5.4.4. Duration:** One Day.

**5.4.5. Approach:** Combination of lectures, case study and problem solving.



## **5.5. Procurement Management:**

**5.5.1. Objective:** To improve managerial performance in the procurement function.

### **5.5.2. Content:**

- The management of resources: Procurement objectives and implementation-inter-functional Cooperation; Interdependence. Policy Creation and supplier selection and development.
- Management: Recruitment, Delegation, Staff Motivation, Measuring Procurement Performance.
- Procurement Research: Cost improvement techniques, Target Setting & Evolution of Procurement.
- Organization: Central and decentralized structures, Materials Management and special features.

- International Procurement: Strategic and political considerations, Currency and Price Risks.
- Law & the Procurement Manager

**5.5.3. Intended for:** Procurement Managers, those with management potential and others with management responsibility for procurement & supply.

**5.5.4. Duration:** Three Days

**5.5.5. Approach:** Combination of Lectures, Interactive Discussion, Case studies & Problem Solving.



## **5.6. Introduction to Procurement:**

**5.6.1. Objective:** To understand the end-to-end process and provide an excellent grounding in procurement basics.

### **5.6.2. Content:**

- The procurement cycle and key phases.
- Procurement vs. Supply Chain Management
- Developing the Specifications.
- Category Management Process.
- Supplier Appraisal Techniques.
- Bidding Documents & Process.
- Post Bid Appraisal & Award of contract.
- Contract Management.

**5.6.3. Intended for:** Suitable for Junior Procurement/ Supply Chain Professionals or new to the discipline.

**5.6.4. Duration:** One Day.

**5.6.5. Approach:** Combination of lectures and Group Discussion.



## **5.7. Smart Public Sector Procurement:**

**5.7.1. Objective:** Understand the new frontiers of public sector procurement process improve the efficiency & ensure compliance.

### **5.7.2. Content:**

- Principles & Objectives of Public Procurement.
- Understanding the 4 Ps (Principles, Policy, Procedures, & Practices)
- Threshold Values and Competition Requirements.
- Open, Restricted Tendering/ Bidding & Reverse Auction.
- Permitted Negotiated Approach.
- Selection and Award Decisions.
- Debriefing.
- Award of Contract & Contract Management.
- How to avoid legal Challenge.
- Role of e-Procurement.

**5.7.3. Intended for:** Government Staff involved in undertaking or overseeing Procurement.

**5.7.4. Duration:** One Day.

**5.7.5. Approach:** Combination of interactive discussion & group exercise.



## **5.8. Legal Implication of Procurement:**

**5.8.1. Objective:** To provide a detailed exposition of the basic legal principles of contract law in order to highlight the pitfalls of certain commercial practices in negotiating contracts.

### **5.8.2. Content:**

- Formation of Contract.
- Contract Implementation
- Securing Contract Performance
- Termination & Remedies
- UN Convention on Contracts for the International Sale of Goods.
- INCOTERMS 2010.
- Conditions of Contract.
- Settlement of Disputes.
- General Issues.

**5.8.3. Intended for:** Senior Procurement Personnel & Management.

**5.8.4. Duration:** One Day.

**5.8.5. Approach:** Combination of Lectures, Group Exercises & Interactive Discussion.



## **5.9. Demystifying Supply Chain Management:**

**5.9.1. Objective:** Manage the supply chain to reduce costs and add value. In addition focus will be on mitigating risks & ensure business continuity.

### **5.9.2. Content:**

- The Supply Chain/ Value Chain
- Supply Chain Mapping
- Cost Drivers & Levers
- Value Analysis
- Life Cycle Analysis
- Supplier Development
- Overview of Logistics & Inventory Management
- Future Trends in SCM

**5.9.3. Intended for:** Managers involved in any component of supply chain activities.

**5.9.4. Duration:** One Day.

**5.9.5. Approach:** Combination of lectures, group discussion, problem solving etc.



## 5.10. Negotiations Management

**5.10.1. Objective:** To allow the personnel who already have practical procurement experience, to develop and practice the skills involved in negotiations.

### 5.10.2. Content:

- Procurement objectives prior to negotiations-buying briefs-preparation for negotiation.
- Negotiation Cycle- Strategies and tactics.
- Difference between negotiation & persuasion
- Main persuasion tools-emotions, threats, logic and compromise.
- Introduction to range of tactics.
- Behavior and attitudes.
- Analysis of performance.

**5.10.3. Intended for:** Procurement Staff and other staff involved in negotiation.

**5.10.4. Duration:** One Day.

**5.10.5. Approach:** The focus will be on lecture & role playing.



## 5.11. Designing Lean Supply Chain

### 5.11.1.Objective:

- Analyze the material flows (inbound and outbound)
- Map the supply chain, assess level of performance and identify risks.
- Assess several scenarios.
- Calculate the cost and performance level of the scenarios.
- Develop a supply chain strategy and propose an implementation plan.

### 5.11.2.Content:

- Introducing lean supply chain.
- Material flow analysis.
- Supply Chain Mapping.
- Scenarios Comparison.
- Supply Chain Costing.
- Lean Management tools.
- Performance Measurement.
- Supply Chain Strategy.
- Formative Assessment.

**5.11.3.Intended for:** Anyone who is involved in day-to-day operations of the supply chain or who design or optimize the material supply chains.

**5.11.4.Duration:** Two Days.

**5.11.5.Approach:** This will be mainly practical.



## **5.12. CPSM Review Boot Camp:**

### **5.12.1. Objective:**

- Facilitate preparation for the CPSM Exams.
- Present Study Guide information in a cumulative fashion, allowing attendees to build on their previous understanding of supply management concepts as we progress.
- Utilize some of the best instructional techniques in order to maximize the understanding of each participant.
- Provide applicable knowledge for establishing and managing an effective supply chain within any organization.
- Provide applicable knowledge for supply chain managers to establish and maintain a leadership role within their organization.

### **5.12.2. Content:**

- **CPSM Exam 1-** Foundations of Supply Management.
- **CPSM Exam 2-** Effective Supply Management Performance.
- **CPSM Exam 3-** Leadership in Supply Management.

**5.12.3. Intended for:** Staff involved in supply chain management activities in any industry.

**5.12.4. Duration:** One or two days for each exam  
(Depending on existing competency)

**5.12.5. Approach:** CPSM Certification Exam preparation workshop is not an all day lecture format of preparation, as that would be boring. Instead we incorporate different learning techniques such as case studies, problem solving and use different material to help each attendee gain most in the workshop.

**P.S.** CPSM Certification provides all supply chain professionals the opportunity to maximize their resume and proclaim they are a Supply Chain Management Professional!





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