CORE CONCEPT

Procurement Best Practices: Policies, Controls, KPIs and Process Improvement

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Introduction:

Procurement best practices matter most in the daily work of a purchasing team, where weak habits quietly add cost and risk: vague requisitions, the wrong route to market for the value involved, bids scored after they arrive, orders raised without approval and no measures showing how the function performs. This Core Concept course equips procurement practitioners to run operations to a controlled, measurable standard, from needs definition and RFx to purchase order release, delegated authority, KPIs and fraud prevention. Participants finish with a Procurement Operations Improvement Roadmap for their own function.

Course Objectives:

- Map the procurement operating cycle and measure its baseline cycle time, requisition quality and control gaps
- Draft procurement policy clauses, a delegation of procurement authority matrix and value thresholds that set the route to market
- Write specifications and assemble RFQ and RFP packs that suppliers can respond to without repeated clarification
- Evaluate offers with a weighted scoring model and document award decisions and release orders against agreed contracts
- Monitor procurement performance with KPIs and spend compliance analysis, and detect fraud and bid-rigging red flags
- Build a Procurement Operations Improvement Roadmap with prioritised actions, owners and measures

Target Audience:

- Buyers and procurement officers who raise requests for quotation and purchase orders
- Procurement supervisors and team leads responsible for daily purchasing workflow and approvals
- Staff who maintain procurement policies, procedures and approval matrices
- Contract administrators who issue release orders against framework and blanket agreements
- Internal control and audit staff who test procurement files and transactions

Course Outline:

Day 1: Procurement Operations Foundations and Current-State Review

- Procurement Operating Cycle from Need Identification to Order Closure
- UNCITRAL Model Law Principles: Transparency, Competition and Equal Treatment
- Procurement Process Mapping with SIPOC and Swimlane Diagrams
- Requisition Quality and Procurement Cycle Time Baseline
- Procurement Operations Maturity Self-Assessment Checklist

Day 2: Procurement Policy, Controls and Governance Frameworks

- Procurement Policy and Procedures Manual Structure
- Delegation of Procurement Authority Matrix and Approval Thresholds
- COSO Internal Control Integrated Framework Applied to Purchasing
- Route-to-Market Decision Tree: Direct Purchase, RFQ, RFP and ITB
- Segregation of Duties and Procurement Control Matrix

Day 3: Needs Definition, RFx and Order Release in Practice

- Needs Analysis and Functional Versus Technical Specification Writing
- RFQ and RFP Pack Assembly with Standard Clauses and Response Forms
- Weighted Scoring Model and Evaluation Panel Record
- Award Justification Memo and Unsuccessful Bidder Notification
- Blanket Orders, Framework Call-Offs and Contract Release Orders

Day 4: Procurement KPIs, Spend Compliance and Fraud Risk

- Procurement KPI Dashboard: PO Cycle Time, Spend Under Management and Contract Compliance
- Off-Contract Spend and Split Purchase Detection Using Transaction Data
- ACFE Procurement Fraud Schemes: Sole-Source Abuse, Fictitious Vendors and Change-Order Abuse
- OECD Guidelines for Fighting Bid Rigging Checklist
- Conflict of Interest Declarations and Anti-Bribery Controls Under ISO 37001

Day 5: Case Study Practice and the Procurement Operations Improvement Roadmap

- Facilities Maintenance Purchasing Case: Cycle Time and Approval Bottlenecks
- Healthcare Consumables Case: Split Orders and Supplier Collusion Signals
- Procurement File Audit Exercise Using a Control Test Sheet
- Procurement Operations Improvement Roadmap Drafting
- Roadmap Presentation and Peer Review Panel

Skills You Will Gain:

- Procurement Process Mapping
- Procurement Policy Drafting
- Approval Threshold Design
- Specification Writing
- Weighted Offer Evaluation
- Release Order Control
- Procurement Performance Measurement
- Procurement Fraud Detection

Why Attend This Course:

- Shorten the time from requisition to purchase order by removing approval steps that add delay without adding control
- Apply a route-to-market decision tree so every purchase follows a proportionate, documented process
- Test your own procurement files against fraud cases drawn from facilities, healthcare and industrial purchasing
- Return with a peer-reviewed Procurement Operations Improvement Roadmap for your own function

Conclusion:

Consistent procurement performance depends on routine disciplines applied to every purchase: clear needs, a proportionate route to market, documented evaluation, controlled order release and measures that reveal delay, leakage and misconduct. This course moves from mapping the procurement cycle, through policy, delegated authority and control frameworks, to specification, RFx, weighted scoring and release orders, then to KPIs, spend compliance and fraud red flags. The final day applies these practices to multi-sector cases and to each participant's function, ending with a Procurement Operations Improvement Roadmap ready for implementation.