



ACADEMY of  
PROCUREMENT



# Procurement Pro Toolkit

Resource kit for better buying

e-Learning, videos, tools, templates and quizzes all in one place.

AU\$ **99**  
per month  
(+ GST)

**ANNUAL  
DEAL**

 **PROCUREMENT  
ACADEMY**

FOR COMMERCIALY SAVVY PROFESSIONALS

# Rise to the global standard with the World's #1 Procurement Learning Toolkit

Stop wasting time. Get everything you need in one place.

## Introduction

The Procurement Pro Toolkit is designed to provide you with the support, tools and solutions you need to be more effective, influential and competitive in the procurement space. Professionals around the world use it to improve, grow and kick goals across every facet of their job.

It's the Swiss Army knife of procurement toolkits, empowering you to plan, start, organise, manage and achieve across all your procurement activities.



The toolkit is accessed by Procurement Teams worldwide with 300,000+ participants around the world working in 200+ corporate clients across 100+ countries.


# Delivering measurable results for participants globally



This is what's involved ...



**254**  
e-Learning Videos



**166**  
Full Courses



**28**  
Course Documents





**91**  
Tools/Templates



**297**  
Reference Articles



**278**  
Glossary Terms

Participants	Month-to-month	Annual
 <b>Individual</b>	<b>\$219</b> p/mo (PAYG min 3 months)	<b>\$99</b> p/mo (Pay upfront \$1,188)
 <b>For Teams</b>	<b>\$219</b> p/mo (PAYG min 3 months)	<b>\$159</b> p/mo (Pay upfront \$1,908)

AMAZING VALUE

All prices exclude GST. The \$99 offer is co-funded by Comprara and is reserved for individuals paying for themselves. This demonstrates our commitment to support building procurement capability in Australia & New Zealand. Companies paying for staff also receive team and individual support and service.

[GET THE TOOLKIT HERE >](#)

Individual Subscription
<ul style="list-style-type: none"> <li>• System Technical Support</li> <li>• Procurement Digest</li> <li>• e-Learning Campaign</li> <li>• 1 x monthly login reminder</li> </ul>

Team Subscription
<ul style="list-style-type: none"> <li>• System Technical Support</li> <li>• Procurement Digest</li> <li>• e-Learning Campaign</li> <li>• 1 x monthly login reminder</li> <li>• Account Manager as a partner in a learning journey</li> <li>• Learning &amp; Development Program Manager</li> </ul>

# A personalised experience makes this resource 'extra' unique

Get started with a complimentary SkillsGAP Analysis and Learning Plan to suit you.

## USE CASE 1: To meet your needs

**Design a set learning plan based on what you need to know.**

With this you can follow a particular learning pathway that is tailored specifically to you.

## USE CASE 2: To meet your wants

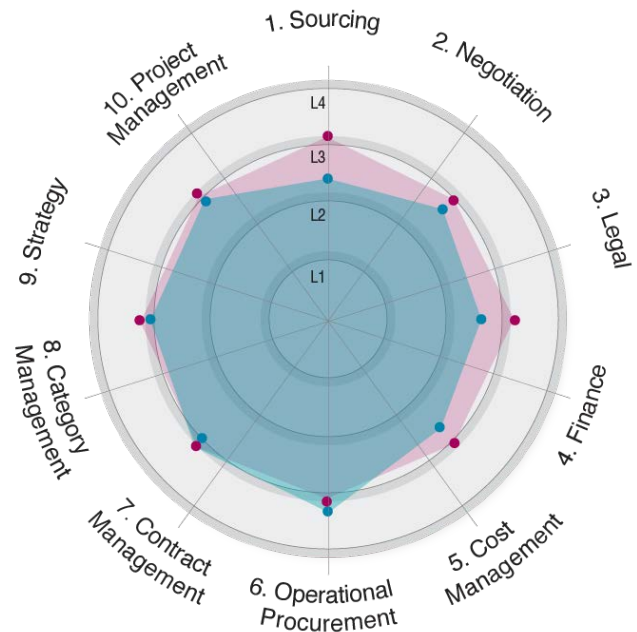
**Learning on-demand, when you want it.**

So, you are on your way to a big negotiation and you want to brush up on your NLP knowledge. Watch a video, get a template, take a quiz ... and be prepared.

## USE CASE 3: To improve career options

**Achieve a globally recognised accreditation.**

Keep current and grow your skills for a global world.



**IFPSM**

**On Offer are Two Globally Recognised Accreditations**  
From the International Federation of Purchasing & Supply Management (IFPSM).

### 1. Certified International Procurement Professional (CIPP)

**63 Hours**  
of structured learning.

### 2. Certified International Advanced Procurement Professional (CIAPP)

**107 Hours**  
of structured learning.

## Elevate your skill and improve your influence

The IFPSM is the umbrella association of 48 national and regional purchasing associations worldwide. With more than 250,000 purchasing professionals it is the largest and most global representative of the procurement and supply chain industry. The IFPSM's main goal is to significantly increase procurement professionalism for all buyers worldwide.





# Your learning journey

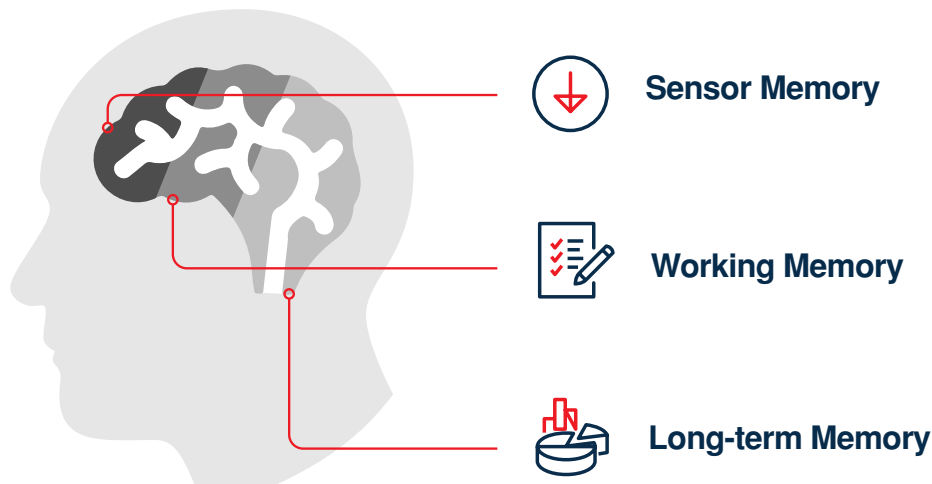
Developing practical skills through the application of real-life and scenario-based exercises.

Our functional courses, designed by practitioners and cognitive science experts, are optimized to deliver workable solutions to actual problems arising from everyday experiences.

- > **Applied** Cognitive Load Theory
- > **Variety** of Course Formats
- > **Learning** Management System
- > **World-class** Customer Support Team



## Cognitive Load Theory applied to corporate e-Learning



To maximize knowledge retention, all of our learning materials are designed in accordance with the Cognitive Load Theory. Thanks to this approach we can be sure that every information we want to convey reaches its recipient at the right pace and level of complexity.

- > **Complex ideas** broken down into simple, easily absorbable concepts.
- > **Auditory and visual elements** help retain information and reduce working memory load.
- > **Content cognitively** adjusted to fit natural learning patterns.



# A wide choice of course formats and languages to get the best learning results

Take full advantage of our vast range of learning formats.

You can acquire skills at your own pace to maximize results and make learning an enjoyable experience.



## High Impact e-Learning

Our unique approach uses cognitive load theory to increase effectiveness using materials that enable greater retention of the information presented.



## Refresher Courses

An avenue for continual learning and retention. Providing summaries of previous material, these are reminders for learners that solidify concepts.



## Simulations

These use real-life scenarios to ask learners questions about what they would do in that scenario in order to check their ability to apply what they have learned.



## Expert Reviews

Experts describe problems, providing relevant facts and information. Next, the learner supplies an answer about how they would handle the problem.



## Microlearning

Two-minute videos with reminders of key points that close by providing a challenge to apply the learning in a specific, real-world situation.



## Exams/Assessments

Various formats of assessment to determine what the learner has retained. Exams must be passed to demonstrate mastery of a skill.



## Application-based Tasks

Projects that ask learners to implement what they have learned throughout their training program that serve as a real-world final exam.



## Serious Games

Simulations or games that use 'branching' for complex problem simulations. They allow learners to practice their skills in a risk-free environment in a fun way.




## Webinar Toolkit

Step-by-step guide to ensure internal facilitators can effectively conduct webinars on vital topics. Toolkits include a guide that highlights all key learning points, questions to ask, goals of the virtual classroom, as well as a "train the trainer" meeting.


# Training made simple via our Learning Management System

All material is available on our user-friendly online Learning Management System and they can be accessed at any time and from any device. You can also broaden your knowledge with carefully curated articles, materials, templates and whitepapers.



### Assignment

1 module 76%



### Microlearning

1 module 50%

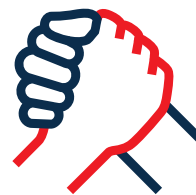
*“This has enabled us to really drive forward the learning agenda within both our procurement and supply chain teams. We have been able to ensure the team has a structured, competency-based learning plan that allows our people to develop and grow over time. The depth and quality of the available material is very good, and the level of service, engagement and reporting that Comprara brings, really does allow us to make the most of this” Adel Salman, GM Supply Chain, Bega*

## Remember, our world-class Customer Support Team is here to help you

Our Customer Support Team is here to answer any questions you may have. With a single point of contact for each individual we make sure that every learning journey is engaging, efficient and valuable for every user.

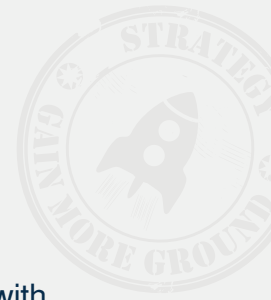


Single point of contact



Active support

# 10 Competencies. All Your Questions Answered On Sourcing



- What is the role of the buyer and of the internal customer at the specification stage?
  - How to communicate with your internal customers and to assess their needs.
  - Understanding market exploration.
  - Knowing why it is important to challenge specifications (specs).
  - How to challenge specs with internal customers - 5W methodology.
  - Understanding functional and technical specs.
  - Understanding knock-out versus 'nice to have' criteria. What are winning criteria? How do they relate to knock-out criteria and why are they important?
  - What is an RFI/RFQ? Why are they important and when should you use it?
  - What are the different sections of an RFQ?
  - Templating your RFQ and RFI.
  - What is the ideal number of suppliers to invite for the RFQ or RFI?
  - When to involve the internal customer and suppliers in the process? And how?
- Understanding communication with suppliers: how and when.
  - How to maintain a high level of competition.
  - How to clarify proposals.
  - Negotiation meeting – here are some best practices.
  - How to respond to common supplier questions.
  - What issues should you negotiate?
  - Understanding written versus oral contracts.
  - What is the role of a buyer in the process?
  - Understanding the impact of important clauses (evergreen contracts, indexes, penalty and exit clauses).
  - Templating your contract.
  - Why should a buyer apply the highest standards of integrity?
  - What information can the buyer (not) give to one or more suppliers?
  - What about gifts? What about gifts during tender period?



## **Watch the video: Stakeholder Management**

A great reminder - using examples - about how to use emotional intelligence to better align with stakeholders. Your task is to listen to what others are telling you. Reflect on each notable encounter and consider what that person was not only saying, but also feeling.



# On Negotiating

- What is the goal of negotiation – understand how to balance the 5 R's.
- What are WIN-WIN negotiations and when to use them?
- What is your negotiation style? Enjoy this questionnaire to assess your own style.
- What are critical issues in a negotiation.
- Setting stretch targets and determining your walk-away position.
- Understanding the importance of developing other issues to trade.
- Knowing which suppliers to shortlist for negotiation.
- What is ZOPA?
- What is a BATNA?
- Positive negotiation climate: why do you need it / what is it?
- How to understand supplier offer?
- How to improve your listening skills.
- Taking a position in an negotiation.
- How to ask the right questions: open/ closed/leading/hypothetical questions
- Reading the body language of your supplier.
- How to make concession? E.g. Who gives first bid, trade minor issues, saying 'yes'.
- Understanding tactics: low ball/high ball, what-if, bluffing/bogey, etc.
- When to stop bargaining and closing the deal: spotting closing signals and handling last minute objections.
- Finalising the deal and communicate with internal customer.
- Top 6 negotiation tips and negotiation pitfalls.
- Viewing the negotiation from the supplier's perspective.
- How to design the game such that it is in the supplier's interest to deliver the result that you want.
- How to predict supplier's behaviour.
- Making your negotiation approach credible.
- How to influence stakeholders (or suppliers) using Neuro-Linguistic Programming.
- How to resolve conflict.
- Reading and influencing others to improve collaboration.
- Understanding the four habits to improve confidence, tenacity and productivity.
- Which cognitive biases affect negotiation results?
- Learn how bias costs your organisation money.
- Learn how to avoid bias in your team and how to use the supplier's bias to your advantage.



**Play:** Put your negotiation skills to the test with this real-life negotiation simulation. The negotiation game tests the skills you have learned throughout the negotiation series.



# On Legal

- What is a contract?
- What's the difference between 'invitation to treat', 'counteroffer' and a 'contract'?
- Is an oral contract valid?
- Which contracts need to be written by law?
- What is the "battle of forms" and how to avoid it?
- What are Framework agreements and e-Contracts?
- How to Recognise and deal with impactful clauses, often proposed by sellers.
- What is an exclusion clause and automatic index clause? What about delivery clause and Incoterms?
- Understanding a silent extension of contract and how to make use of exit clauses?
- How to opt out easily of a contract.
- Threat of an exit clause on performance of supplier.
- Ways to terminate a contract in case of poor supplier performance.
- Remedial clauses (what is it/when to use).
- Liquidated damages clause.
- Penalty clause.
- Equitable damages clause.
- What are your rights if some terms in contract are missing or are badly specified?
- How to deal with late deliveries, missing payment terms or faulty invoices.
- When your supplier delivers same specs but different brand.
- When your supplier delivers defective goods, incomplete delivery or too many goods.
- Understanding title of ownership and subcontracting.
- What are unfair contract terms and how do you spot them?
- Understanding remedies and your rights as a buyer in case of a breach.
- Why, and how, to avoid legal proceedings
- Understanding and executing on exit clauses.
- How to use alternate dispute resolution methods (ADR).
- What Procurement needs to know about Competition Law.
- What market dominance is and is not.
- Examples of unfair terms and conditions.
- Reporting suspicions of anti-competitive behaviour.
- Why can't we use one master contract, and do we need a service, goods and software contract?
- What is an NDA and when to use?
- What is LOI, what are pitfalls, which wording should be used/ avoided, when to use.



## Watch the video: Incoterms

A short video that reminds buyers to first ask for quotes with the 'Ex Works' Incoterm and why that is good practice. Then provides a framework for deciding on which Incoterm is best. Your task is to put this knowledge into practice in your next supplier contract negotiation.

# On Finance & Costs



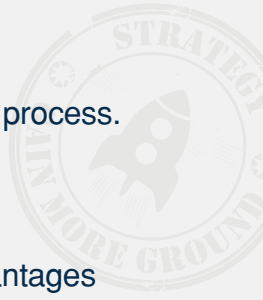
- How to use and get the most out of a balance sheet.
  - How to find insight into the financial position of an organisation.
  - Understanding the liabilities and shareholders equity section of the balance sheet.
  - How can Procurement truly influence the balance sheet.
  - What is an income statement and how does it work? What is its structure and how can procurement influence it?
  - What is a cash-flow statement and how does it work? What is its structure and how can procurement influence it?
  - Understanding the investing and financing activities section of the cash flow statement.
  - What is gross margin, profit from operations and ROTA?
  - How should Current Ratio, Acid Test Ratio be calculated and how should financial ratios be used internally and for suppliers.
  - What is the difference between price and cost.
- What are the cost management methodologies for cost reduction, e.g. cost modelling, TCO and Value Analysis?
  - What is the role of the buyer in Cost Management?
  - Are there different cost management approaches for different categories?
  - Building a detailed cost model, a supplier specific cost model and a complete breakdown on costs.
  - How to build a basic Industry Cost Model.
  - Learning how to work with industry averages.
  - Starting point for cost negotiations with definition and positioning.
  - Understanding TCO analysis, cost model for supplier selection and supplier evaluation.
  - What is value analysis and value engineering? How to use functional analysis and cost matrix. Understanding the VA tear down.



## **Watch the video: Explain the Benefits**

Learn how to counter-argue that stakeholders 'can find items cheaper on the internet' than going through procurement. The task is to explain the benefits of going through procurement systems to a stakeholder.

# On Operational Procurement



- What is the role of the operational buyer?
- What are the definitions, the process and targets in operational procurement?
- Who are the Stakeholders, and what is the best approach to take?
- What is a three-way match?
- How do you increase compliance and improve efficiency?
- Compliance across process, contract, and policy.
- How to reduce maverick buying.
- How to manage requisition creation; and what are the three flows?
- How MRP systems are used in operational procurement.
- Managing stock and its implications.
- Managing transactions from requisition creation to invoice payment.
- The automatic, semi-automatic, and manual paths.
- How to move transactions to (semi-) automatic.
- How to execute a rapid sourcing process.
- Vendor Managed Inventory: the good and the bad.
- How eProcurement works - advantages and disadvantages.
- How to use eCatalogues to improve compliance and efficiency.
- What are consortium purchases.
- Advantages & disadvantages of Business Process Outsourcing.
- When to use blanket PO's.
- Using portfolio analysis to know when to use each tool.



## **Watch the video: The Ongoing Drive for Automation**

This challenges operational procurement to be strategic in choosing which purchases to automate. Your task is to identify an issue that stakeholders may have with placing orders and find a solution for how to automate those purchases or include in a category strategy.

# On Contract and Supply Management



- What is Contract Management?  
Is it more than just ensuring contracts are executed as agreed?
  - How do you work with with internal customers and supplier performance management.
  - Understanding the 3 pillars of contract management (Supplier relationship management, performance management, contract administration management)
  - How does contract management work in practice?
  - What is supplier development?
  - Which suppliers should be developed?
- What is SMART Supplier Performance Measurement?
  - How to establish meaningful KPI's on availability, supplier quality and delivery performance.
  - Learn about data capturing from simple to extensive depending on the importance of the contract.
  - What are SLA's and their components?
  - How do you evaluate supplier SLA's ... and how do you use them to improve performance?



## **SPECIAL BUNDLE: Master Class Contract Management**

- SR1001: Introduction to Contract Management
- SR1002: Governance of Contract Management 1
- SR1003: Governance of Contract Management 2
- SR1004: Contract Management in Practice
- SR1005: Supplier Development in Practice
- SR1000: PDF Summary of Master Class
- SR1010: Assessment



# On Category Management



- What's the difference between sourcing and category management?
  - Defining category management.
  - How to collect and segment spend on suppliers.
  - Why and how to do a spend analysis.
  - How to do an opportunity scan?
  - Setting up program governance and steering groups.
  - The five key principles of category management.
  - The ten steps of good Category Management, e.g. securing the executive sponsor, scoping the category, defining the project charter, gaining first insight, quick wins ...
  - How to complete internal data gathering and supply chain.
- Mastering supply market competitiveness (Porter 5 forces), PEST analysis and determining potential sources of leverage.
  - Conducting a SWOT analysis.
  - Generating ideas.
  - Creation of the category strategy.
  - Understanding the change curve.
  - Scoping updates, detailing an implementation plan, understanding award criteria.
  - Exploring the role of the category manager.
  - Understanding Six sigma and DMAIC.
  - The continuous improvement cycle: lessons learned, defining start-up process again



## **SPECIAL BUNDLE: Master Class Category Management**

- CA1001: Spend Analysis
- CA1002: Introduction to Category Management
- CA1003: The initiation phase
- CA1004: Category Analysis
- CA1005: Category Strategy Development
- CA1006: Implementation
- CA1007: Continuous Improvement
- CA1000: PDF Summary of Master Class
- CA1010: Assessment

# On Strategy

- How to start a procurement program from scratch.
  - How to define value and key milestones, plus process sets.
  - Running a World Class Innovative Sourcing program.
  - Setting the vision, mission and strategy.
  - How to set up a procurement scan.
  - How to communicate with CEO and other important stakeholders.
  - How to cleanse a large data file quickly.
  - Understanding Data analysis (incl. many sample analysis).
  - Measuring the procurement maturity of your department (incl. all questions and measurement logic).
  - Measuring of saving potential.
- Building a 5-year strategic plan on procurement. Setting current and future states.
  - Effective planning and execution.
  - Organising workshops (including templates) to set yearly objectives.
  - What is Supplier Relationship Management (SRM)?
  - Running an SRM process.
  - Segmenting suppliers across a supply base or on a category supply base.
  - Selecting strategic suppliers for contribution to business strategy.



**Get Tools To Analyse Relationships** Portfolio analysis, supplier preferences analysis and the combined relationship matrix.

# Project Management

- What project management is and why it's important.
  - Defining principles of project management and understanding the process.
  - Defining a business case and its contents.
  - Understand a cost-benefit analysis.
  - Defining project team roles and how to motivate the team for results.
  - Understanding a process for managing stakeholders, including how to influence stakeholders.
  - Providing a process for managing risk with steps explained in detail.
  - Taking advantage of upside risk to achieve an even better result.
  - Improving risk management practically.
  - How to define project control and explain configuration management.
  - Understanding how to implement change management, and how changes impact time, cost-benefit, and quality.
  - How to manage and escalate problems between project manager and project boards.
  - Explaining project tolerances and reporting.
  - How to conduct a project handover.
- Defining corporate fraud, and why people commit fraud. What are the warning signs to look for?
  - Are there actions all employees can take to prevent corporate fraud?
  - Learn the 12 ways procurement can improve the value they are getting from their category. Looking at both factors that influence value: utility and cost.
  - Finding different ways of measuring 'hard' savings and the criteria that procurement must meet in order to credibly claim savings.
  - What is meant by cost avoidance? Learn the various methods for measuring it.
  - How to define value beyond cost reduction and how to report this value to senior management.
  - Learning how and why to conduct spend analysis, including Total External Spend, Spend within Procurement Scope, and Spend Under Management.
  - Calculating and reporting on Procurement's Return On Investment.
  - Analysing procurement's delivery capability and how to decide how and whether to invest more in Procurement.
  - Getting practical on conducting a supplier evaluation, details on, e.g. using supplier questionnaires, site visits and third-party audits, etc.



**Your Assessment Canvas** Assess the procurement department alongside 7 different segments (strategic intent, leadership, design of tactical process, RFX process, relationship management, strategic cost management, capital productivity and operational processes).



# Over 90% of dedicated users are satisfied with what they have learned ...



“

*“I regularly negotiate with suppliers and internal clients, it was **useful to get some tips and traps** to add to my ‘tool kit’.”*

“

*“I will **definitely apply the Kraljic Matrix** when considering procurement options”*

“

*“I learnt **don’t say ‘yes’ in any contract talks** unless you mean it!”*

“

*“It was great learning the **risks around blanket PO’s.**”*

“

*“I didn’t know about **‘silent extensions’** so I will watch out for those.”*

“

*“**Also applies to many other situations that arise** and requires some form of negotiation, such as budget meetings and collaboration projects between departments/branches/sections.”*

“

*“I learnt about balance sheets and **how they pertain to my job.**”*



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PROCUREMENT



## Access the Procurement Pro Toolkit today!

You'll learn things you wished you already knew.

[GET STARTED NOW >](#)

[www.academyofprocurement.com](http://www.academyofprocurement.com)

FOR COMMERCIALLY SAVVY PROFESSIONALS