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COURSE BROCHURE

# Purchasing Policy and Service Level Agreement Design Training Course

1 – 5 November 2027
Dar es Salaam

# Purchasing Policy and Service Level Agreement Design Training Course

**Ref:** 2514_95427 **Date:** 1 – 5 November 2027 **Location:** Dar es Salaam **Fees:** 5300 GBP

Purchasing Policy and Service Level Agreement Design is a 1-week training course for purchasing managers and procurement process owners who must turn scattered buying rules into a clear policy set and measurable service commitments, ending with a signed-off purchasing policy and service level pack. Requisitioners want faster orders while auditors want firmer controls. Jupiter Prime Training delivers this course on purchasing policy and service level agreement design.

## Why Purchasing Policy and Service Level Agreement Design Matters Now

Three pressures meet in the purchasing rulebook. Budget holders bypass slow routes through urgent buys and split orders. Internal audit and finance want approval limits, segregation of duties and a clean trail from requisition to payment. Digital purchasing platforms now enforce whatever rules are written into them, so a vague clause becomes a broken workflow. An organisation with clear policies and agreed service levels buys faster with fewer exceptions; one without them faces maverick spend, disputed invoices and friction between purchasing and the functions it serves.

## Who Gains Most from Purchasing Policy and Service Level Agreement Design

- Purchasing leads who own the policy manual and its approval matrix
- Process owners responsible for the requisition-to-payment flow
- Contract and supplier officers who write service schedules for vendors
- Finance controllers who set spending limits and payment terms
- Internal control staff who test purchasing exceptions and breaches

Shared-service purchasing units gain most when the policy writer, the process owner and the finance controller attend together and leave with one agreed rulebook.

## Purchasing Policy and Service Level Agreement Design Capabilities

Participants replace email approvals and custom with written rules, mapped steps and agreed service targets.

- Draft a purchasing policy structure with scope, roles and exceptions — policy owner sign-off
- Design an approval threshold matrix by spend band and risk — finance controller
- Map the requisition-to-payment process and its control points — internal audit
- Specify internal service levels for purchasing turnaround times — budget holders
- Build supplier service schedules with measures and remedies — contract managers
- Calculate compliance and cycle-time indicators for monthly reporting — purchasing director

## Key Purchasing Policy and Service Level Agreement Design Terms

- Purchasing policy — the written rules stating who may buy what, by which route, under which limits and with which records.
- Approval threshold matrix — a table linking spend bands and risk levels to the person or committee that must authorise each purchase.
- Service level agreement — a written commitment setting the measured standard a provider must meet and what happens when it falls short.
- Maverick spend — buying that bypasses agreed suppliers, contracts or approval routes.
- Segregation of duties — splitting request, approval, receipt and payment between different people.
- Service credit — a fixed deduction from a supplier's charges triggered when a measured service level is missed.

## Purchasing Policy and Service Level Agreement Design Day by Day

### Day 1: Purpose and Scope of the Rulebook

- Policy Hierarchy of Principles, Rules and Procedures — Document Layering
- Spend Profile and Exception Log Review — Where Rules Fail Today
- Stakeholder Map of Requisitioners, Finance and Suppliers — Ownership
- Policy Scope Statement and Exclusions — Coverage Boundaries
- Roles and Responsibilities Chart — Accountability for Each Buying Step

### Day 2: Writing the Purchasing Policy

- Procurement Route Rules by Value and Category — Quote or Tender
- Approval Threshold Matrix by Spend Band — Authority Limits
- Single-Source Justification Form — Exception Handling
- Conflict of Interest and Gift Declarations — Buyer Integrity
- Plain-Language Clause Drafting Checklist — Readability for Budget Holders

### Day 3: Mapping Purchase-to-Pay Processes

- Swimlane Process Map of Requisition to Payment — Hand-Off Points
- Control Point Register With Segregation of Duties — Fraud Prevention
- Three-Way Match of Order, Receipt and Invoice — Payment Release
- Catalogue and Framework Call-Off Routes — Low-Value Buying Speed
- Cycle-Time Measurement From Request to Order — Bottleneck Removal

### Day 4: Drafting Service Level Agreements

- Internal Service Charter for Purchasing Turnaround — Customer Expectations
- Supplier Service Schedule With Measurable Standards — Contract Performance
- Service Credit and Escalation Clauses — Remedies for Shortfall
- Indicator Definitions and Data Sources — Reliable Measurement
- Service Review Meeting Agenda and Scorecard — Ongoing Accountability

## Day 5: Practising the Purchasing Policy and Service Level Pack

- Threshold Matrix Stress Test With Live Scenarios — Rule Robustness
- Process Map and Control Register Walkthrough — Audit Readiness
- Peer Critique of Draft Service Schedules — Clarity and Fairness
- Rollout and Communication Plan for Budget Holders — Policy Uptake
- Purchasing Policy and Service Level Pack Sign-Off — Final Approval

## Applying Purchasing Policy and Service Level Agreement Design After the Course

- Run a one-month exception log against the new approval threshold matrix and adjust bands where breaches cluster.
- Agree an internal service charter with two major budget-holding departments and report turnaround times at the first service review.

## Purchasing Policy and Service Level Agreement Design Questions FAQ

### What is purchasing policy and service level agreement design, and why does it matter now?

It is the craft of writing buying rules and measurable service commitments. It matters now because digital purchasing platforms enforce written rules exactly, so unclear rules create both delays and leakage.

### Which roles gain most from purchasing policy and service level agreement design?

Purchasing leads, process owners and finance controllers gain most. Supplier officers and control staff also benefit, since policy clauses, control points and service measures are linked in one document set.

### How does purchasing policy and service level agreement design differ from a contract law course?

It focuses on internal rules and service measures rather than legal enforceability. A contract law course examines formation, liability and disputes, while this course builds approval matrices, process maps and service schedules that purchasing teams operate every day.

### What do you bring back from purchasing policy and service level agreement design?

You bring back a draft rulebook ready for sign-off. It holds a policy structure, an approval threshold matrix, a mapped requisition-to-payment process with control points, and internal and supplier service schedules with defined indicators.

## Purchasing Policy and Service Level Agreement Design: The Way Forward

The purchasing policy and service level pack first informs the approval limits the finance committee adopts. Purchasing leads, budget holders and supplier managers use it to settle routes, turnaround times and remedies. After its first quarter in use, revisit the thresholds and service targets against actual exception and cycle-time data.