

Topic: PURCHASING  
Course title: **PEOPLE, PROCESS & PERFORMANCE**  
Session date: On demand  
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◆ **Aim of the course**

By the end of this course, participants will be able to strengthen their purchasing organisation by excelling at people management, process improvement and performance management.

◆ **Learning goals**

- Create a 3-year roadmap to develop the performance of your team
- Develop a people management plan
- Assess, review and improve key processes
- Master performance measurement and reviews.

◆ **Target group**

All Purchasing Managers or aspiring managers who want to have more impact on their organisation.

◆ **Course Structure**

The **PEOPLE PROCESS & PERFORMANCE** course contains:

- 2 Chapters, including readings.
- 2 classes in face-to-face mode.

Individual online self-study, consisting of e-modules, readings and videos, must also be considered as preparatory work for the virtual classes that follow. For this reason, it must be completed **before** the virtual classes.

**PEOPLE PROCESS & PERFORMANCE - Course content & estimated durations**

Preparatory work: e-Modules, reading & videos: **6 hrs**  
Classes x 2: **7 hrs**

The durations are indicative as they can vary from one learner to another.  
Content of the programme and its order may be subject to modifications

**Chapters & Virtual classes**

**Content of preparatory work**

**1. People & Process - F2F class**

- People management process
- Shaping a culture through ritual and stories
- The foundation of process management
- Developing process maturity

**2. Performance - F2F class**

- Measuring performance
- Balanced scorecard
- Conducting effective reviews