

Systems Technology (L2M4)

Target Audience: For anyone new to the profession, with little or no business experience and those aspiring to move into a career in procurement and supply. It is also ideal for managers in other professions and business leaders or entrepreneurs who need to understand how procurement should function and its overall impact on business success.

Hours: 32 Hours

Pre-requisite: This is the first entry level qualification, there are no formal entry requirements.

1.0 Understand the use of systems technology and databases and how they contribute to procurement and supply

1.1 Explain how to use systems technology and databases to contribute to effective procurement and supply

- Inputting of data to systems to perform key tasks for purchase ordering and other transactions
- Capturing data on expenditures and updating systems
- How to provide data to smooth demand and why demand management is important in procurement and supply
- Data use in the forecasting process
- Achieving functional targets
- How to compare forecasts with actual outcomes to control expenditures
- How to measure achieved savings of goods and services to recognise efficiencies
- How to measure internal and external lead times of supplies of goods and services

1.2 Recognise how the use of the internet, intranets and extranets leads to effective procurement and supply

- The use of internet search engines to locate details about suppliers and customers
- The types of information presented by suppliers and customers on their websites
- The e-market place
- The use of social media to obtain feedback on supplier performance

1.3 Explain the role of e-sourcing and e-tendering systems in procurement and supply

- E- invoicing e-requisitioning, e-catalogues and e-ordering
- Pre-qualify suppliers
- Receive and evaluate quotations and tenders
- Defining e-sourcing

2.0 Know types of systems for supplier selection, ordering and payment

2.1 Describe the use of electronic sourcing systems for supplier selection and profiling

- Attracting quotations or tenders through an e-tendering or e-sourcing system
- The publication of e-notices
- The use of e-auctions

2.2 Identify systems used in procurement and supply

- Systems for purchase ordering
- Capturing data on expenditures
- The use of portal sites to locate suppliers or customers
- Examples of supplier database systems

2.3 Identify the use of P2P (purchase to pay) systems for ordering from suppliers and payment to suppliers

- The P2P process from the creation of requisitions, to raising requests for quotations or tenders, receipt of quotations or tenders, delivery documentation, invoicing and payment
- Examples of P2P systems

3.0 Know why quality management is important in procurement and supply

3.1 Identify components of quality management in procurement and supply

- Definitions of quality, quality control, quality assurance and total quality management
- Quality as a philosophy
- Getting things right first time

3.2 Identify the costs of quality

- Prevention and appraisal costs
- The internal and external costs of quality
- Organisational reputation

3.3 Identify techniques associated with quality assurance and quality management

- How to assess the quality of supplies of goods and services to ensure that quality standards are achieved and maintained
- From quality inspection to quality assurance
- Quality circles
- The use of control charts

- Kaizen, continuous improvement, lean philosophy and associated techniques