

Course : Buying services

Practical course - 2d - 14h00 - Ref. APR

Price : 1590 CHF E.T.

★★★★☆ 4,8 / 5

Purchasing services has a number of specific features and requires particular vigilance with regard to legal risks. This training course will enable you to optimize your practices and techniques for purchasing services, and proposes an approach for evaluating the performance of the service.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the challenges and specifics of purchasing services
- ✓ Implementing the steps in the purchasing process
- ✓ Anticipate the risks involved in purchasing services
- ✓ Structuring your negotiation
- ✓ Establish a constructive and lasting relationship with the service provider

Intended audience

Purchasing managers, general service managers, all buyers concerned by the services purchasing family.

Prerequisites

Basic knowledge of purchasing.

Practical details

Hands-on work

Workshops. Toolbox. Map your service purchasing portfolio and structure the stages in the purchasing process.

Teaching methods

Active, participative teaching methods. Alternating theory and practice with application to the context and experience of participants.

Course schedule

PARTICIPANTS

Purchasing managers, general service managers, all buyers concerned by the services purchasing family.

PREREQUISITES

Basic knowledge of purchasing.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Challenges and specifics of purchasing services

- Understand the relationships between purchasing functions and service providers.
- Why use service providers: constraints to take into account.
- Identify the main service purchasing families.
- Understand the link between intellectual performance and the intuitive personae relationship.

Hands-on work

Map your service purchasing portfolio, identify stakeholders and issues.

2 Draw up specifications for the purchase of services

- Translate an operational request into a functional requirement.
- Define the scope of the service and any constraints.
- Choose quantifiable, verifiable indicators.
- Determine intermediate deliverables to monitor progress.
- Formalize planning.

Hands-on work

Draw up specifications for a service.

3 Prequalify and select service providers

- Define pre-qualification criteria in line with your organization's purchasing and CSR policies.
- Identify selection criteria: resources deployed, turnover, profile of staff...

Hands-on work

Prepare a criteria grid for selecting service providers.

4 Organizing consultation and negotiation

- Organize supplier auditions and bid selection grids with internal customers.
- Prepare the negotiation grid.
- Choosing the right negotiating levers: Forfait, RFA...

Hands-on work

Draw up a negotiation grid for a recurring service.

5 Avoiding the main risks associated with service provision

- Obligation of means, obligation of result.
- URSAFF" risk.
- Illegal employment and posting fraud: 6 offences to be aware of.
- Risk of in situ services.
- RGPD obligations.
- Intellectual property rights.
- Main contractual clauses.

Case study

Identify service-related risks and define an action plan to reduce them.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

6 Monitor performance

- Organize reception and feedback from users.
- Evaluate service compliance.
- Identify monitoring indicators.
- Implement a continuous improvement process.

Hands-on work

Define performance indicators for intellectual services.

Dates and locations

REMOTE CLASS

2026 : 18 May, 18 May, 15 Oct., 15 Oct., 17 Dec.,
17 Dec.