



Total Quality Management in Procurement Operations

Total Quality Management in Procurement Operations

(delivered in Russian language only)

Turin, Italy

Total Quality Management in Procurement Operations



Introduction

Application of Total Quality Management (TQM) systems is increasingly being considered as a pre-requisite for competitiveness in the private sector and as guarantee for good governance in public sector institutions. A quality management system refers to the comprehensive set of procedures and working methods of an organisation which ensure that its outputs satisfy the customer's needs as well as safeguard the overall interests of the organization in line with its mandate, vision and mission.

In the context of procurement, executives are responsible for the integrity of the procurement process by putting in place effective procurement quality management systems that guarantee that the procured inputs (goods, works, services) conform to quality and effectiveness requirements and are conducive to achieve overall organisational objectives. A quality management system consists of:

- **quality planning:** the part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfil the quality objectives;
- **quality assurance:** the part of quality management focused on providing confidence that quality requirements will be fulfilled;
- **quality control:** the part of quality management focused on fulfilling quality requirements; and
- **quality improvement:** the part of quality management focused on increasing the ability to fulfil quality requirements.

This workshop covers the full spectrum of quality management processes and techniques commonly used in the procurement cycle and

is intended for procurement managers from investment projects and public-sector institutions interested in a general overview of TQM along with specific and practical understanding of its application within the procurement cycle.



Objectives

The objective of this programme is to present an overview of a TQM system as applied in procurement along with associated best practices in order to facilitate the adaptation of such models in their institutional context.

In particular, course participants will be able to understand the principles and concepts involved in quality planning, assurance, control and improvement in order to achieve the best possible results in procurement.



Participants

This programme is intended for project directors and procurement staff of projects funded by International Financial Institutions (World Bank, Asian Development Bank, European Bank for Reconstruction and Development, etc.) as well as national public procurement directors and senior officers as well as trainers of procurement personnel.



Course Methodology

This programme is designed as an interactive and application-oriented workshop that aims to engage its participants in understanding, learning, and applying important concepts and

tools to their own organizational setting. A variety of different learning methods will be used throughout the workshop, including case studies, best practices, short assignments, examples and simulations.



Course content

The following topics will be covered:

- general overview of procurement environment: World Bank, European Community Directives, World Trade Organisation's Government Procurement Agreement;
- trends in development of transparent public procurement system in transition countries;
- what is TQM and evolution of TQM;
- TQM and procurement;
- the risk management process in procurement;
- procurement quality assurance principles;
- ISO 9000;
- assessment of a supplier's quality system;
- inspection and testing;
- procurement performance measurement;
- procurement benchmarking;
- strategic management of human resources in the procurement chain: staff recruitment, staff training, performance appraisal and development;
- a model for implementing TQM in procurement.



Cost of participation

The cost of participation in this one-week programme is EURO 2,000ⁱ payable in advance by the participant's sponsoring organisation. This covers:

- tuition fee, which includes the use of the Centre's training facilities and associated support services, books and training materials;
- participant fee, which covers:
 - accommodation and full-board at the Centre, plus a standard daily allowance of EURO 12ⁱ to cover incidental expensesⁱⁱ;
 - routine medical care and insurance.

Main travel between the participant's home country and Turin is not included.

Fellowships for training programmes conducted by ITC-ILO generally become available through the training allocations of development projects financed by International Financial Institutions or by United Nations' agencies, bilateral technical co-operation agencies, governments and/or private enterprises. Candidates are encouraged to contact these organisations and agencies in their countries to enquire about the availability of funds for fellowship training programmes.

i Amount subject to annual changes

ii Arrangements can be made to pay an additional allowance for incidental expenses at government or funding-agency cost to accommodate participant entitlements or other government requirements.



The ILO Turin Centre's facilities

Located in an attractive park on the banks of the River Po, the Centre's campus provides a congenial environment in which to live and study.

It contains 21 pavilions with fully equipped modern classrooms, conference halls and meeting rooms fitted out for multilingual simultaneous interpretation, a computer laboratory, and a computerized documentation centre linked to various data banks.

The campus has 287 study/bedrooms, all with private bathrooms, telephones and cable television. It also has:

- a reception desk open 24 hours a day;
- a restaurant, a self-service canteen and a coffee lounge, all catering for international dietary needs;

- a bank;
- a travel agency;
- a laundry service;
- a post office;
- an internet point;
- a recreation room;
- facilities for outdoor and indoor sports;
- an infirmary.

Social events are regularly held both on and off campus, so that participants from different cultural backgrounds can make the most of the stimulating international climate.

For further information, please contact:

International Training Centre of the ILO
Sustainable Development and Governance
Viale Maestri del Lavoro 10
10127 Turin (Italy)

Phone: +39 011-693 6512

Fax: +39 011-693 6351

E-mail: proc-promo@itcilo.org