



## Certiably the Top Business Process Management Firm

**G**enpact is a leader in the globalization of services and a pioneer in managing business processes for companies around the world. The company forged the business process outsourcing (BPO) sector in India, China and Eastern Europe, and has been leading the industry for a decade. With more than 35,500 employees, Genpact serves global corporations from over 30 service delivery centers in India, China, Hungary, Mexico, Guatemala,

the Philippines, the Netherlands, Romania, Spain and the United States.

While other companies may have rested on their laurels, Genpact realized that it needed to maintain the high quality of its workforce in order to continue at a market-leading pace. In November 2007, Genpact enrolled over 125 of its staff in Next Level Purchasing's Senior Professional in Supply Management® Program.

### About Genpact

Genpact combines process expertise, information technology and analytical capabilities with operational insight and experience in diverse industries to provide a wide range of services using its global delivery platform. By applying Six Sigma and Lean principles along with technology, Genpact helps global enterprises improve the ways in which they do business.

Genpact has been ranked No.1 on the NASSCOM list of Top 15 ITes-BPO Companies for three successive years, from 2005 to 2008. Besides, Genpact's recent accolades include the 'Best Performing BPO Provider' title by *neolT & Global Services* magazine in the GS 100 Survey 2008, and a Top 10 position in the International Association of Outsourcing Professionals (IAOP) Global Outsourcing 100 ranking for 2008, both for the second consecutive year.

For more information, visit [www.genpact.com](http://www.genpact.com)

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**"As a buyer for direct sourcing the course has helped me in applying various strategic techniques and to understand the overall picture of sourcing better."**

**– Minthu Vincent,  
Assistant Manager,  
Procurement & Supply Chain Services,  
Bangalore, India**

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As part of the certification process, Next Level Purchasing holds conference calls every two to six weeks with a managerial contact from Genpact. During the calls Genpact is able to bring up any questions it may have, and both sides have an opportunity to review Genpact's anticipated training needs. Next Level Purchasing works closely with Genpact to ensure that the company's staff is staying on schedule, that the Certification program is fulfilling Genpact's objectives and that Genpact achieves a positive bottom-line return on their training investment.

Since November, 25 Genpact employees have earned their SPSM® Certification, and the rest that are enrolled are scheduled to complete the Senior Professional In Supply Management® Program by October/November 2008.

Currently, Genpact is on track to be the BPO organization with the highest number of SPSM®-certified procurement staff.

**“Microsoft Project For Purchasing Professionals is one of the best online courses that I have undertaken.**

**The entire module is very well structured with excellent flow and explanations. With the number of projects that we all work in the corporate sector, this is a excellent course which gives an insight and learning on managing resources, timelines while we strive to meet the project deadlines.**

**Microsoft Project is a highly powerful tool, which, if used effectively, will lead to successful tracking of purchasing projects. I would highly recommend the usage of this tool to manage various projects. I would recommend my fellow colleagues in the industry to subscribe to this course and help manage their projects in a very professional manner.”**

**– Anshuman Mishra,  
Assistant Vice President – Analytics – Supply Chain Services, GENPACT  
India, Bangalore, India**



**SPSM® Certified Employees from the Source to Pay Team, Genpact, with Ratnamala Rao, their Sponsor & Training Leader for Procurement & Supply Chain Services.**

Photo courtesy of Genpact

**“Having gone through the contents of this course on a broader level, the course seems very good. I believe it will give an edge to my career in Sourcing. Thanks for bringing this to Genpact.”**

**– Sanjeev Rolyan,  
Management Trainee, Corporate, Sourcing,  
Gurgaon, India**

**Next Level Purchasing, Inc.**

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## The SPSM® Certification Option

Today's typical purchasing and supply management team is a very polarized group from many perspectives: from Generation Y-age people to imminent retirees; high school grads to MBA's; career purchasers to castoffs from other departments; individuals with decades of experience to newbies; and individuals who focus mostly on tactical duties to individuals who focus strictly on strategic duties.

Such diversity can often lead to problems, such as:

- Inconsistent results
- Unevenly distributed workloads
- Lack of independence
- Lack of unity
- Communication breakdowns

Successful purchasing and supply management departments are employing several strategies to overcome these challenges. One entails relying on outsourcing tactical purchasing to shed some of the associated problems. Some companies look to automate processes through automated purchase orders. Other companies decentralize some of their procurement function.

However, an approach that is becoming increasingly popular is to put an entire team through a certification program, such as the Senior Professional in Supply Management® Program. In this option, each person receives an education on the latest purchasing and supply management practices.

The SPSM® Certification was launched in 2004. And in just a few years, it has become globally recognized with employers from over 70 countries throughout the world having enrolled their purchasers in the Senior Professional in Supply Management® Program.

Earning the SPSM® Certification is a three-step process. The first step is passing the six online courses of the Senior Professional in Supply Management® Program. The second step is passing the SPSM® Exam. The third step is submitting a certification application.

For more information, check out “The Purchasing Leader’s Guide To A More Successful Team” (<http://www.nextlevelpurchasing.com/team-success-application.php?source=sdexec>)

(Excerpted from the podcast “New Supply Management Skills for Today’s Supply Chain Challenges” [www.sdexec.com/podcasts/nextlevelpurchasing](http://www.sdexec.com/podcasts/nextlevelpurchasing))