



**Asia Masters Center**

## Measuring And Managing Suppliers' Performance





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### ➔ Course Objective

- Creating effective vendor performance frameworks
- Integrating vendor performance management throughout the procurement cycle.
- Developing understanding of key legal principles within vendor management.
- Reviewing and implementing changes to better protect your organisation in vendor performance management.
- Identifying and managing key risks (product, price, people, place or procurement).
- Reducing risks in supplier contracting and outsourcing.
- Acquiring comprehensive methods that manage vendor risks to protect your contracts and profit margins.
- Improving vendor negotiation and management skills that adds tangible value and results.
- Identifying strategic partnering and continuous improvement opportunities.

### ➔ Target Audience

- This course is suitable for procurement practitioners, quality assurance and supply chain professionals who have a direct responsibility for procurement and or supply chain and supplier relationship management, or delegates from a supplier, marketing and governance perspective, such as key account managers, bid management teams or commercial management who are seeking to develop improved understanding of how supplier performance is measured and managed.

## ➔ Course Outline

- The Key Principles of Effective Vendor Performance Management
- Here we examine the key principles of Vendor Performance management & Vendor Relationship management throughout the procurement cycle
- Aligning procurement and supplier management with organizational goals
- Development of vendor management activities – Sourcing/Evaluation, Pre- Contract award stages
- The use of E-Procurement in sourcing and vendor management – how to implement, manage and develop vendor management within the e-procurement environment
- Effective use of data within vendor management
- Practical exercise: “Penalties & Own Goals” – Creating the right balance
- Case study review, analysis & critique: The Gartner report
- Practical Vendor Management – Sourcing & Selection Stages
- In our second session, we explore the key elements and tools that can be employed at the sourcing and selection stage to support effective vendor management
- Defining strategic and tactical spend categories and why this is important
- The 3C’s of Sourcing & Selection
- Single source v multiple source – practical choices and impacts
- New supplier sourcing funnel- managing potential new suppliers & preferred supply listings.
- Pre tender preparation
- Developing a post tender vendor management strategy before we get there



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- Tender project management – the 5 phases of tender management
- Effective supplier evaluation including scoring systems, weighting and evaluation process
- Supplier auditing & global quality and environmental standards compliance
- Case Study review, analysis & critique: “Engineering Success”
- Practical exercise: Creating sourcing strategies to optimize vendor contribution
- Practical Vendor Management – Contract Award Stage
- Here we explore the key legal aspects of vendor management and examine the key techniques we can employ when developing the contractual framework for vendor performance management
- Principles of international law – overview of key legal principles when creating contracts
- Constructing effective contracts
- Excusable and non excusable delays
- So what about vendor sub contractors?
- Developing effective supplier service level agreements
- Constructively debriefing unsuccessful vendors
- Vendor implementation planning and overcoming challenges
- Creating effective data sharing processes to support vendor performance
- Case Study review, analysis and critique: LD’s, PD’s & LADS
- Practical exercise: Creating SMART Contracts & Service Level Agreements (SLA)
- Continuous Improvement Opportunities
- In our final session of the programme, we examine tools and techniques for further development and enhancement of the vendor relationship
- Establishing baselines for quality, cost & delivery (QCD)



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- Developing supplier scales of engagement – defining strategic partner opportunities
- Developing regional supplier capacity building
- Creating supplier development milestones
- Effective reporting to internal stakeholders
- Supplier relationship & performance management – creating additional value whilst reducing cost
- Case Study analysis includes: The Cox Model
- Practical exercises: “Bringing everything together” – Business simulation covering communication, management and development of vendor performance structures

## ➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

## ➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.



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### Price (USD)

Communicate with the training department  
to know the participation fees

➤ **There are offers and discounts for groups**

### The details of the bank account

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