

SUPPLIER RELATIONSHIP MANAGEMENT

3-Day Training Workshop

A 3-day Supplier Relationship Management (SRM) course aimed at developing procurement and supply chain staff, key stakeholders and those responsible for working with or managing suppliers. This course is designed to help equip practitioners to identify those suppliers that are the most important, unlock value and reduce risk from these.

Based around the Positive Purchasing 'Orchestra of SRM[®]', including the 5A[™] SCR (Strategic Collaborative Relationship) process, our 3-day SRM training course will help you secure greater value, performance, effectiveness, innovation and security of supply as well as reduced supply chain risk. It will enable you to identify those suppliers who are important and why, and equip those who attend with the tools and approaches to determine and effect the right interventions with the right suppliers.

Our SRM training course integrates fully with 5i[®] Category Management and our Red Sheet[®] Negotiation training to provide a complete strategic purchasing approach. Experienced trainers bring the training to life using a combination of inspirational tuition, facilitated debate, group work and case studies.

This course is suitable for:

- ▶ Procurement professionals
- ▶ Key stakeholders who interface with or manage suppliers in some way

You may also be interested in:

- ▶ **Corporate Academy** – Our corporate academy is available with the option of an SRM toolkit as well as 5i[®] Category Management and Red Sheet[®] Negotiation. The Academy provides online eLearning, toolkit and resources for the procurement practitioner.
- ▶ **Supplier Relationship Management** by Jonathan O'Brien – The complete handbook of SRM based around 'The Orchestra of SRM' concept. Contains practical tools and approaches to make SRM a reality in any organization and unlock value from the supply base.
- ▶ **Governance** – realize game changing benefits in your organization by making SRM 'the way we manage our suppliers'. We can help drive in the governance framework necessary to make SRM a highly successful contributor to business success that unlocks significant value in the supply base. We will work with your senior team to implement approaches around supply base segmentation and prioritisation, supplier project planning and reviews, benefits tracking, capability development and internal communications. We can also help drive in joint working with the critical few strategic suppliers who can make a dramatic difference to your business.
- ▶ **In-house courses** – This course can also be delivered exclusively for your company at almost any location worldwide. We charge per event based on a maximum of 20 delegates. Course contents are modular, customizable and adaptable to meet your organization's specific requirements, and can also be run with delegates working on actual supplier relationships to develop an SRM strategy. Different language options are also available.

Positive Purchasing Terms and Conditions for Public Training Courses, incorporating License Agreement for Quick Reference Guides and Templates, apply. A copy is available upon request. Unless stated otherwise in the course prospectus, our fees (which are exclusive of VAT) include the cost of the training venue and refreshments during the training day. They do not include lunch, other meals, delegate travel costs or the cost of delegate accommodation which are your responsibility. Unless otherwise agreed, all intellectual property used in training or in hand-outs remains the property of Positive Purchasing Ltd and is provided on the basis that it is for use by the delegate who attends the training event in a personal capacity or in the course of their work for the corporate entity which has made the booking. Unless otherwise agreed, no electronic versions of the training materials will be provided. Making copies of, transmitting or distribution of any Positive Purchasing training materials is strictly forbidden unless we have provided a license to do so. Our payment terms are strictly 15 days from receipt of invoice.

Course Content

- ▶ The buyer/supplier relationship
- ▶ Introduction to SRM
- ▶ Why we need an approach for key suppliers and the value possible from a well-managed relationship
- ▶ Supplier segmentation and what makes some suppliers important or strategic
- ▶ The seller's perspective and agenda
- ▶ Supplier Performance Measurement and developing KPIs
- ▶ The STPDR process for driving supplier improvements
- ▶ Contract management
- ▶ Managing relationship with suppliers (business wide) and supplier interface mapping
- ▶ Supply chain management and supply chain mapping
- ▶ Strategic relationships and how to manage them
- ▶ Creating joint working and collaboration
- ▶ Dealing with dispute and conflict resolution
- ▶ Securing innovation from the supply base
- ▶ Developing an SRM strategy
- ▶ Governance for SRM
- ▶ Link to category management and CSR
- ▶ Qualifying a supplier

Learning Objectives

By the end of this course delegates will be able to:

- ▶ Segment a supply base and identify important and strategic suppliers
- ▶ Describe and apply different approaches and interventions for important and strategic suppliers
- ▶ Apply a series of approaches to better manage an important supplier
- ▶ Manage relationships with key suppliers across the entire business
- ▶ Drive compliance and manage a supplier against the contract
- ▶ Put in place a supplier performance measurement system and develop KPIs
- ▶ Drive and manage supplier improvements
- ▶ Conduct supplier review meetings
- ▶ Describe supply chain management principles and key approaches
- ▶ Manage a strategic relationship
- ▶ Develop joint working approaches for strategic relationships to collaborate on key initiatives
- ▶ Put in place arrangements to secure innovation from the supply base
- ▶ To identify how a strategic supplier can help drive business growth or create competitive advantage

What You Will Get

This training is delivered by two highly experienced procurement experts, and a summary of course evaluations and feedback will be provided after the training.

Delegates will receive:

- ▶ Full colour SRM training workbook containing summary of content from the 3 days
- ▶ Laminated 5A process and 'Orchestra of SRM' process
- ▶ Copies of all case studies and group work exercises
- ▶ A certificate for all delegates who complete the course