

SUPPLIER RELATIONSHIP MANAGEMENT

1-Day Introduction Training Workshop

A 1-day introductory Supplier Relationship Management (SRM) course aimed at stakeholders and purchasing staff. This course is designed to help individuals understand the principles of the buyer/seller relationship and to equip them with some basic tools and approaches to maximize the value from key relationships. This course will improve the way your business engages with its suppliers and help shift the balance of power in your favour by equipping those who interface with suppliers with some basic tools and approaches for each and every engagement.

The course covers the basic principles of Supplier Management (SM) as part of an overall SRM approach and is based around the Positive Purchasing Supplier Management process. The training is interactive and inspirational; 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:

- ▶ Junior or developing buyers
- ▶ 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.

We charge per event based on a maximum of 20 delegates. Our fees include trainers, travel time (within the EU or US), preparation, basic customization and standard course hand-outs but exclude venue and facilities hire, reasonable expenses and VAT/sales tax where applicable. Certain locations are subject to fees for additional travel time (although our global network of staff means we have most major locations covered). 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 the course of their work for the company who engages us. 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. The client is responsible for the provision of the training venue, delegate invitations, logistics and any equipment (as per our specification available upon request). We will supply a summary of course evaluations and feedback post event. Our payment terms are strictly 30 days from receipt of invoice.

Course Content

- ▶ The buyer/supplier relationships
- ▶ What makes some suppliers important or strategic
- ▶ Value possible from a well-managed relationship
- ▶ The seller's perspective and agenda and how they gain advantage
- ▶ Measuring supplier performance
- ▶ Driving supplier improvements
- ▶ Managing the supplier to get the results needed
- ▶ Contract management
- ▶ Creating the right relationship
- ▶ Managing supplier meetings, reviews and interactions

Learning Objectives

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

- ▶ Describe what makes some suppliers more important than others
- ▶ Describe the different approaches and types of intervention for important suppliers
- ▶ Describe how suppliers gain advantage
- ▶ Apply a series of approaches to better manage a supplier
- ▶ Better manage interactions with suppliers and develop relationships as appropriate
- ▶ Apply simple contract management principles
- ▶ Conduct a supplier review meeting
- ▶ Manage supplier performance and deal with issues or the need for improvement

What You Will Get

This training is delivered by two highly experienced procurement experts and can be delivered exclusively for your company at almost any location worldwide.

Different language options are available, and a summary of course evaluations and feedback will be provided after the training.

Delegates will receive:

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