

SUPPLIER RELATIONSHIP MANAGEMENT

2-Day Intensive Training Workshop

A 2-day intensive Supplier Relationship Management course aimed at purchasing professionals and potentially some key stakeholders. This course is designed to help practitioners manage important suppliers and develop specific interventions to achieve business goals. Based around the Positive Purchasing 'Orchestra of SRM[®]' and 5A[™] SCR (Strategic Collaborative Relationship) process, our SRM training is perfect for any practitioner who is involved in managing or interfacing with suppliers.

This 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.

The course integrates fully with Category Management, providing the perfect 'next step' training for purchasing practitioners. 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:

- ▶ **Procleus[®]** – The complete online strategic procurement academy, toolkit and resource centre for purchasing professionals. Our unique Procleus digital platform enables global procurement teams to deliver remarkable benefits and unlock significant potential from the supply base. Featuring an extensive library of digital learning modules, individual competency assessment and managed learning programs alongside the complete suite of processes, tools, templates and resources for procurement and negotiation.
- ▶ **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.
- ▶ **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.
- ▶ **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 relationships
- ▶ 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
- ▶ Strategic Collaborative Relationships and how to manage them
- ▶ Creating joint working and collaboration

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
- ▶ Apply a series of approaches to better manage a supplier
- ▶ Identify and drive in the appropriate relationship with important and strategic suppliers.
- ▶ Apply simple contract management principles
- ▶ Conduct a supplier review meeting
- ▶ Manage supplier performance and deal with issues or the need for improvement
- ▶ Develop joint working approaches for Strategic Collaborative Relationships to collaborate on key initiatives
- ▶ To identify how a strategic supplier can help drive business growth or create competitive advantage

What You Will Get

This training course is delivered by highly experienced procurement experts.

Delegates will receive:

- ▶ Full colour SRM training workbook containing summary of content from the day
- ▶ 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
- ▶ A copy of **Supplier Relationship Management** book by Jonathan O'Brien