

# SUPPLIER RELATIONSHIP MANAGEMENT

## Intensive Course



An intensive Supplier Relationship Management (SRM) 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'<sup>®</sup>, and 5A<sup>™</sup> 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<sup>®</sup>** – 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.
- **Supplier Relationship Management Master Practitioner program** - A managed Talent Development Program over 6+ months including initial competency assessment and interview, advanced course (classroom OR live online), self-managed elearning and personal coaching. Includes a Procleus subscription
- **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.
- **Supplier Segmentation and Governance workshops** – A practical series of workshops to help you unlock the value from your supply base through a facilitated series of workshops designed specifically for your organization to segment the supply base and determine which suppliers are important. Then, based on what makes them important, determine prioritized interventions to unlock optimum value and innovation and reduce risk from those key suppliers.
- **In-house courses**– This course can also be delivered exclusively for your company as an online or classroom event, at your desired location. We charge per event based on a maximum of 20 delegates. Course contents are modular, customizable and adaptable to meet 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.

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## Course Content

### Introduction to SRM and segmenting the supply base

- 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

### Measuring the supplier and driving improvement

- The seller's perspective and agenda
- Supplier Performance Measurement and developing KPIs
- The STPDR process for driving supplier improvements

### Managing the supplier

- Contract management
- Managing relationships with suppliers (business-wide) and supplier interface mapping

### Strategic collaborative relationships

- 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 procurement expert Jonathan O'Brien, either live online as a series of four workshops, or as a 2-day classroom event.

Delegates will receive:

- Full colour SRM training workbook
- Laminated 5A and 7 Facets of SRM processes
- Copies of all case studies and group work exercises
- A copy of the book, Supplier Relationship Management, by Jonathan O'Brien
- Summary of course evaluations and feedback
- A certificate for all delegates who complete the course
- A 3-month subscription to Procleus - the complete online strategic procurement academy, toolkit and resource centre for purchasing professionals.