

# SUPPLIER RELATIONSHIP MANAGEMENT

## Advanced Course



A Supplier Relationship Management (SRM) course aimed at experienced or developing purchasing staff and potentially key stakeholders. 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<sup>®</sup>', including the 5A<sup>™</sup> SCR (Strategic Collaborative Relationship) process (customizable to your own process), our advanced 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<sup>®</sup> Category Management and our Red Sheet<sup>®</sup> 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. Course content is fully customizable.

### 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, and based upon what makes them important, determine prioritized interventions to unlock optimum value and innovation and to reduce risk from those key suppliers.

We charge per program or event based on a maximum of 20 delegates for classroom events or 30 for our online programs (depending upon the degree of live online facilitation for breakouts selected). Our fees include trainers, any travel time (within the EU or US), preparation, basic customization and standard course hand-outs (provided in-person or mailed out to delegates for online programs) but exclude venue and facilities hire, reasonable expenses for classroom events 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. For classroom events, 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

### Introduction to SRM and segmenting the supply base

- 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

### 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

### Dealing with dispute and conflict resolution

- Dealing with dispute and conflict resolution
- Supply chain management and supply chain mapping

### Strategic collaborative relationships

- Strategic relationships and how to manage them
- Creating joint working and collaboration

### Securing innovation and developing an SRM strategy

- Securing innovation from the supply base
- Developing an SRM strategy
- Governance for SRM

## 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 highly experienced procurement experts and can be delivered either live online as a series of workshops, as a 3-day classroom event, or a combination of the two, 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 SRM training workbook
- Laminated 5A and 7 Facets of SRM processes
- Copies of all case studies and group work exercises
- A certificate for all delegates who complete the course
- A 3-month subscription to Procleus (online courses only)