

# SUPPLIER RELATIONSHIP MANAGEMENT

## UNLOCK VALUE IN YOUR SUPPLY BASE, CREATE COMPETITIVE ADVANTAGE

Supplier Relationship Management (SRM) is a strategic approach to unlock value and innovation, and reduce risk across your supply base. For the critical few suppliers, who are of strategic importance, it can enable you to realize the true potential of those relationships. Your supply base could be home to huge untapped potential, yet it may also harbour significant risk.

We can help you implement a world class SRM approach in your organization. We can help you segment your supply base and determine the suppliers and supply chains that are important or strategic.

Our SRM approach is based around the Orchestra of SRM®

- a proven means to determine and deploy a range of different supply base interventions for key suppliers according to how important they are, and what specifically makes them important.

Our SRM programs combine our comprehensive tools and resources, available digitally, or supplied as a package onto your systems, with inspirational training from our expert trainers. When combined with our sustainable procurement module, our SRM approach can also enable and equip you to deliver sustainability in your supply base and across your supply chains.

## THE ORCHESTRA OF SRM

SRM is an umbrella term that covers many different elements. Just as each section in an orchestra plays according to a piece of music, the Orchestra of SRM provides a unique approach to determine the right intervention for each important supplier, according to why they are important.

The parts that make up the Orchestra of SRM are:

**Supplier Segmentation** - Segmenting the supply base to determine which suppliers are important or strategic, and the intervention that will generate value for the business.

**Supplier Performance Measurement** - Meaningful, targeted analysis and reporting to ensure compliance, or as a basis to drive improvement.

**Supplier Improvement and Development** - Responding to and preventing supplier-related issues or developing supplier capability.

**Supplier Management** - Ensuring compliance, managing risk and reviewing performance for important suppliers ongoing.

**Supplier Chain Management** - Driving advantage and managing risk upstream in the supply chain, including realizing sustainability and CSR goals.

**Supplier Collaborative Relationships** - Working with the critical few suppliers who can bring dramatic competitive advantage using our 5A™ process.



**MAKE PROCUREMENT A STRATEGIC CONTRIBUTOR TO BUSINESS SUCCESS**

## MAKING IT HAPPEN



### Toolkits and Resources

- **Procleus® - enabling SRM**  
Online strategic procurement academy, toolkit and resource center for purchasing professionals, with digital learning, tools and assessment.
- **Corporate Academy**  
Built on our Procleus platform, the Corporate Academy is a fully customized 'branded for you' online platform with supplier relationship management process, resources and digital learning.
- **Transformation and Governance**  
Initial diagnostic and transformation roadmap to implement the Orchestra of SRM and set up the required governance.
- **Competency Assessment**  
Assess and baseline your teams readiness and capability for supplier relationship management and measure improvements.
- **Supplier Segmentation and Governance Workshops**  
A series of facilitated workshops to identify your important suppliers and identify and prioritize the specific interventions needed to secure optimum value from the supply base.
- **Orchestra of SRM® and 5A Methodology**  
Licensed for use in your organization on your corporate systems, either as standard, or customized and branded for you.
- **Supplier Relationship Management book by Jonathan O'Brien**  
A guided approach to producing a highly effective SRM program that will unlock the hidden value in your supply base. This book delivers a framework of resources for anyone who manages or interfaces with important suppliers.

### Training Courses

Our online and classroom training provides high-impact, inspirational learning for your purchasing or procurement team. Our renowned trainers are experts in their field, with personal experience gained from practicing procurement for leading organizations around the world.

#### Training course options:

- **Supplier Relationship Management - Advanced**  
This course covers all aspects of the Orchestra of SRM and 5A methodology, and includes segmentation of suppliers.
- **Supplier Relationship Management - Intensive**  
An intensive course based on the Orchestra of SRM model, including an introduction to the 5A methodology.
- **Supplier Relationship Management - Introduction**  
This introductory course covers Supplier and Contract Management as part of an overall SRM approach.

### Supplier Relationship Management Package

A complete package of training and resources to effect a quality implementation of Supplier Relationship Management in a small- or medium-sized procurement team.

#### The Package includes:

- Advanced Supplier Relationship Management training course (online or classroom delivery).
- One year subscription to Procleus - strategic procurement toolkit and academy, for all delegates.
- Supplier Relationship Management mobilization program - includes a workshop to get started in the organization and a governance set up pack.
- Copies of the Supplier Relationship Management book by Jonathan O'Brien for all delegates.

#### Two package options to suit teams of different sizes:

- Venture Package - up to 20 people
- Enterprise Package - up to 50 people (training delivered in two cohorts)

