

# 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 (customizable to your own 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. It also includes how to drive Sustainable Procurement for important and strategic supplier relationships.

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. The course can also be run with delegates working on actual supplier relationships to develop an SRM strategy.

This course is CPD certified, meaning the learning activity has reached the required Continuing Professional Development standards and benchmarks for integrity and quality.

### 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 Procleus platform enables global procurement teams to deliver remarkable benefits and unlock significant potential from the supply base. Featuring a digital learning library, competency assessment and managed learning programs alongside a suite of processes, tools and templates for procurement and negotiation.
- **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.

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 breakout rooms 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 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 is delivered by highly experienced procurement experts and can be delivered either live online as a series of workshops, as a 2-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)