

# SUPPLIER RELATIONSHIP MANAGEMENT

## Introduction Course



An introductory Supplier Relationship Management (SRM) course aimed at stakeholders and purchasing staff. This course is designed to help individuals understand the principles of the buyer/seller relationship and to equip them with some basic tools and approaches to maximize the value from key relationships. This course will improve the way your business engages with its suppliers and help shift the balance of power in your favour by equipping those who interface with suppliers with some basic tools and approaches for each and every engagement.

The course covers the basic principles of Supplier Management (SM) as part of an overall SRM approach and is based around the Positive Purchasing Supplier Management process. The training is interactive and inspirational; experienced trainers bring the training to life using a combination of inspirational tuition, facilitated debate, group work and case studies. It includes how to drive Sustainable Procurement for important and strategic supplier relationships.

### This course is suitable for:

- Junior or developing buyers
- 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 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, 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. 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

- The buyer/supplier relationships
- What makes some suppliers important or strategic
- Value possible from a well-managed relationship
- The seller's perspective and agenda and how they gain advantage
- Measuring supplier performance

### Driving improvements and making the relationship work

- Driving supplier improvements
- Managing the supplier to get the results needed
- Contract management
- Creating the right relationship
- Managing supplier meetings, reviews and interactions

## 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
- Describe how suppliers gain advantage
- Apply a series of approaches to better manage a supplier
- Better manage interactions with suppliers and develop relationships as appropriate
- Apply simple contract management principles
- Conduct a supplier review meeting
- Manage supplier performance and deal with issues or the need for improvement

## What You Will Get

This training is delivered by a highly experienced procurement expert and can be delivered either live online as a series of workshops or as a 1-day classroom event, 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