



# **Vendor Management - 1 Day Workshop**

This one day workshop will use discussion and case studies to enhance participant's ability to work with vendors, have a clear understanding of vendor motivation, and techniques to achieve win-win relationships

On successful completion of this training course, participants will be able to identify:

- Practical issues in vendor and quality management and apply cause and effect analysis to identify possible resolutions
- Best practices in vendor management
- Best practices in quality control and vendor performance evaluation to avoid problems, ensure minimal rework and enable realistic estimates
- Key concepts and techniques for managing relationships
- Decide on the appropriate contract framework for different supplier relationships
- Develop contracts that encourage performance improvement from suppliers
- Apply a range of issue resolution techniques to solve problems quickly and efficiently
- Ensure the business is protected from risks by aligning contractual clauses with subcontractors
- Establish a governance model for effective management of performance to contract

### Who should attend?

- This Vendor Management training course is suitable for project and program managers, procurement, supply chain managers as well as functional managers and others who have the responsibility of managing relationships with vendors.
- Anyone who interacts with vendors, either as a manager or a user of vendor supplied services

### Training Course Content

This Vendor Management course is designed to cover the following modules:

Day-1	
1. Introduction	<ul style="list-style-type: none"> <li>• Who is a Vendor? What is Vendor Management                             <ul style="list-style-type: none"> <li>○ Vendor Management Competencies</li> <li>○ Vendor Management Terms and Concepts</li> </ul> </li> </ul>
2. Looking at Things from the Vendor Perspective	<ul style="list-style-type: none"> <li>• The engagement management process</li> <li>• Stakeholder analysis</li> <li>• Due diligence</li> <li>• Defining high-level requirements</li> </ul>
3. Starting on the Right Path	<ul style="list-style-type: none"> <li>• Defining the engagement approach</li> <li>• Defining warranties and remedies</li> <li>• Defining requirements</li> <li>• Kick-off meetings and work sessions</li> </ul>

4. Managing Quality	<ul style="list-style-type: none"> <li>• Defining quality management</li> <li>• Quality control through the gating process</li> <li>• Developing acceptance criteria</li> <li>• Quality control: testing, reviews, and audits</li> </ul>
5.Managing Relationship	<ul style="list-style-type: none"> <li>• Relationship development process</li> <li>• Contract negotiation strategies</li> <li>• Client/vendor relationships</li> <li>• Vendor performance evaluation</li> <li>• Managing conflict</li> </ul> <p>Practical ways in dealing with Vendor including some suggestion on Negotiations tactics when dealing with Vendor</p>
6. Managing Change	<ul style="list-style-type: none"> <li>• Scope and resources changes</li> <li>• Requirements changes</li> <li>• Estimating change reserves</li> <li>• Dealing with change control</li> </ul>
7.Monitoring Performance	<ul style="list-style-type: none"> <li>• Performance-based monitoring</li> <li>• Monitoring methods</li> <li>• Use of performance standards</li> <li>• What to measure</li> <li>• Ways to measure</li> <li>• How to monitor performance—tools and best practices</li> <li>• Managing contract performance</li> <li>• Actions and remedies</li> <li>• Apply and reassess incentives</li> </ul>