
Supplier Management

A one day programme

The focus of this workshop is how to build a more equitable and long lasting relationship with your suppliers. More and more organisations realise that they do business better if they form partnerships with their suppliers. If both parties enter into agreements on a basis of openness and trust, the benefits to both are huge. However, if one of the parties starts to exploit the other then it is damaging to both and consumes lots of time and effort, which is totally non-productive. In the workshop, we will take you through a number of steps that will help to create better relationships from the beginning. We will also show you how to deal with under performing suppliers so that they begin to improve their services.

Key elements of supplier management

In recent times, companies have realised that there is a need to build more long lasting relationships with suppliers. To have relationships with suppliers who know their business is safe, as long as they perform, also means that they tend to give better value for money. In addition, you find that quality also improves in order to keep the business and they are very much more amenable to helping you in times of crisis.

The programme enables participants to:

- Understand how to build better supplier relationships
- Manage supplier relationships to your benefit
- Be aware of the planning necessary to keep a good relationship
- Deal more effectively with difficult suppliers

Learning outcomes:

At the completion of the programme, delegates will have a complete grasp of the technique of modern supplier relations management. They will also be able to cut much better deals for their organisation. In addition, they will build mutually beneficial partnerships with their suppliers.

Programme Agenda

Relationship building

Historical perspective
Modern perspective
What does the supplier want?
What do you want from the relationship?
Critical suppliers

A plan for a good relationship

Alignment
Preparation
Transaction
Interaction
What to look for in IT suppliers
Do not rely on the contract

A managed relationship

What sort of relationship do you want?
You must be in charge of the relationship
Vendor rating
Conflict resolution

Dealing with difficult suppliers

Dealing with big single suppliers
Managing the unmanageable supplier
Two ways to improve the relationship
Identifying your leverage
Five sources of leverage
Real world problems
Win the battle lose the war
Avoid a dispute if possible

Typical delegates are:

For managers whose job entails them having regular dealings with suppliers and who want to improve the deals that they negotiate. In addition, those managers who want to build more long term and effective relationships with their suppliers.