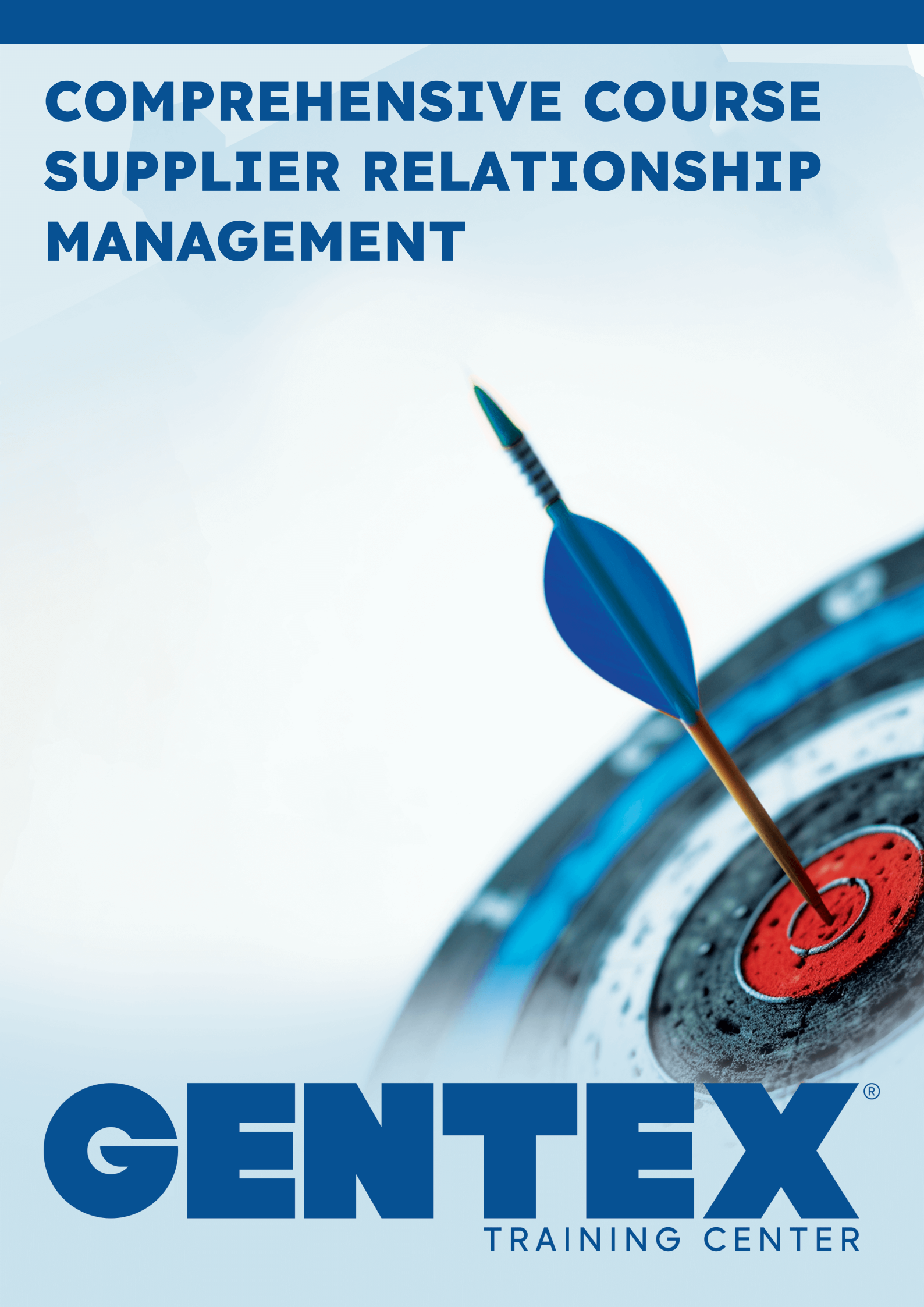
COMPREHENSIVE COURSE SUPPLIER RELATIONSHIP MANAGEMENT



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TRAINING CENTER

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Introduction

Comprehensive Course Supplier Relationship Management Training Course equips procurement and supply chain professionals to treat suppliers as strategic partners rather than transactional vendors. It explains how to segment a supply base, measure supplier performance, and build collaborative relationships that reduce risk and cost. Participants examine the Kraljic matrix, supplier scorecards, and the Supplier Relationship Management (SRM) lifecycle in practical terms. Furthermore, the programme covers contract governance, service level agreements, and escalation paths when performance falls short. In addition, it addresses supplier development, ethical sourcing, and risk monitoring. As a result, attendees can manage suppliers with structure rather than goodwill alone.

Comprehensive Course Supplier Relationship Management Course Objectives

- Segment a supply base using the Kraljic portfolio matrix and spend analysis.
- Apply the Supplier Relationship Management (SRM) lifecycle from selection to exit.
- Design supplier scorecards covering quality, cost, delivery, and responsiveness.
- Build service level agreements and key performance indicators that suppliers can meet.
- Conduct structured supplier performance reviews and business review meetings.
- Apply the SRM maturity model to assess and advance relationship capability.
- Manage contract governance, change control, and escalation procedures.
- Develop strategic suppliers through joint improvement projects.
- Apply supplier risk management using financial health, continuity, and compliance screening.
- Embed ethical sourcing, anti-bribery, and ESG requirements in supplier relationships.

Course Methodology

- Case studies on supplier partnership successes and relationship failures.
- Hands-on segmentation exercises using spend and criticality data.
- Role-play of supplier business reviews and difficult performance conversations.
- Group work on scorecard design and service level agreement drafting.
- Simulation of supplier risk events and escalation management.

Who Should Take This Course

- Procurement and sourcing managers.
- Supplier relationship and vendor managers.
- Supply chain and category managers.
- Contract and commercial managers.
- Quality and supplier development engineers.
- Operations managers with supplier interfaces.
- Consultants advising on supply base strategy.

Comprehensive Course Supplier Relationship Management Course Outlines

Day 1: Supplier Segmentation and Strategy

- The shift from transactional to strategic supplier management.
- Spend analysis and category classification.
- The Kraljic portfolio matrix: leverage, strategic, bottleneck, and routine.
- Criticality and supply risk assessment.
- Tailoring relationship models by segment.
- Supplier tiering and sub-tier visibility.

- Workshop: segmenting a supply base from spend data.

Day 2: The SRM Framework and Governance

- The Supplier Relationship Management lifecycle.
- SRM maturity model and capability assessment.
- Roles and responsibilities across procurement, operations, and quality.
- Contract governance structures and review cadence.
- Change control and variation management.
- Escalation paths and dispute resolution mechanisms.
- Exercise: designing a governance structure for a strategic supplier.

Day 3: Performance Measurement and Scorecards

- Key performance indicators for quality, cost, delivery, and responsiveness.
- Supplier scorecard design and weighting.
- Service level agreements and remedies.
- Balanced scorecard thinking applied to suppliers.
- Data sources, accuracy, and reporting frequency.
- Conducting structured business review meetings.
- Workshop: building a supplier scorecard and review pack.

Day 4: Supplier Development and Collaboration

- Supplier development programmes and joint improvement projects.
- Cost reduction through value engineering and lean collaboration.
- Total cost of ownership analysis in supplier decisions.
- Innovation partnerships and early supplier involvement.

- Managing monopolistic and bottleneck suppliers.
- Exit and transition planning for underperforming suppliers.
- Case study: turning a poor performer into a strategic partner.

Day 5: Risk, Ethics, and Continuous Improvement

- Supplier risk categories: financial, operational, geopolitical, and compliance.
- Financial health screening and continuity planning.
- Sub-tier risk and supply chain mapping.
- Ethical sourcing, anti-bribery, and modern slavery requirements.
- ESG criteria and sustainability reporting in supplier assessment.
- Continuous improvement and lessons learned cycles.
- Capstone: presenting a supplier relationship improvement plan.

Conclusion

By successfully completing Comprehensive Course Supplier Relationship Management Training Course, participants will gain a structured command of supplier segmentation, performance measurement, governance, and development. They will acquire the ability to build scorecards, run effective business reviews, manage supplier risk, and embed ethical standards into supplier relationships. As a result, they can strengthen supply security and unlock value from key suppliers. Gentex Training Center delivers this programme with a strong focus on practical frameworks and real supplier cases.

FAQs for the Comprehensive Course Supplier Relationship Management course

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Q1 What is the "Comprehensive Course Supplier Relationship Management" course about?

It covers how organizations segment suppliers, measure performance, govern contracts, develop strategic partners, and manage supplier risk, using structured frameworks rather than informal relationship management.

Q2 What are the key benefits of the "Comprehensive Course Supplier Relationship Management" course?

Participants improve supplier performance through clear metrics and reviews, reduce supply risk, and unlock cost and innovation value from key partners. They also raise contract compliance and build more productive conversations with suppliers.

Q3 What skills will I gain from the "Comprehensive Course Supplier Relationship Management" course?

Supply base segmentation using the Kraljic portfolio matrix and spend analysis; supplier scorecard and KPI design covering quality, cost, and delivery; contract governance, service level agreement management, and escalation handling; and supplier risk assessment, development planning, and ethical sourcing implementation.

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Q4 What tools, methods, or standards are covered in the "Comprehensive Course Supplier Relationship Management" course?

The course covers the Kraljic portfolio matrix, spend analysis and category classification, the SRM lifecycle and SRM maturity model, supplier scorecards, service level agreements with remedies, total cost of ownership analysis, value engineering, lean collaboration and early supplier involvement, supplier tiering and sub-tier mapping, financial health screening and continuity planning, anti-bribery and ethical sourcing requirements, ESG criteria, and balanced scorecard principles applied to suppliers.

Q5 How is the "Comprehensive Course Supplier Relationship Management" course applied in real-world practice?

Participants segment a real supply base from spend data, design a governance structure for a strategic supplier, build a scorecard and review pack, run business review role-plays, and present a supplier improvement plan. Each task mirrors the work of procurement and supply chain teams.