MANAGING VENDOR QUALIFICATION, PERFORMANCE & CONTRACT COMPLIANCE



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Introduction

Managing Vendor Qualification, Performance & Contract Compliance Training Course brings three connected disciplines into one working system. Qualification decides who enters the supply base; performance management decides whether they stay; contract compliance ensures they deliver what was agreed. Weakness at any stage creates cost, risk, and disruption. This programme covers vendor registration, prequalification criteria, capability and financial assessment, performance measurement, inspection, and compliance verification against contract terms. Furthermore, it addresses corrective action, escalation, and vendor suspension or delisting. In addition, it covers records, audit trails, and regulatory obligations. As a result, attendees can run a vendor control framework that holds up under audit.

Managing Vendor Qualification, Performance & Contract Compliance Course Objectives

- Build a vendor qualification framework with defined registration and approval stages.
- Apply prequalification criteria covering capability, capacity, financial standing, and compliance.
- Verify certifications, licences, and quality management systems during qualification.
- Design vendor performance measurement using key performance indicators and service levels.
- Conduct vendor inspections, audits, and site assessments.
- Verify contract compliance against specifications, terms, and delivery obligations.
- Apply supplier corrective action requests and track closure of non-conformities.
- Manage escalation, remediation, suspension, and delisting processes.
- Maintain vendor records, documentation, and audit trails for compliance review.
- Apply the COSO internal control framework and segregation of duties to vendor processes.

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Course Methodology

- Case studies on vendor failures, compliance breaches, and corrective action outcomes.
- Hands-on exercises on qualification scoring and vendor assessment.
- Vendor audit and inspection simulations with structured findings.
- Group work on performance scorecards and compliance checklists.
- Role-play of escalation meetings and delisting decisions.

Who Should Take This Course

- Vendor and supplier management officers.
- Procurement and category managers.
- Quality assurance and vendor audit specialists.
- Contract and compliance administrators.
- Supply chain risk and governance staff.
- Internal auditors reviewing vendor processes.
- Consultants advising on vendor control frameworks.

Managing Vendor Qualification, Performance & Contract Compliance Course Outlines

Day 1: Vendor Qualification Framework

- Vendor lifecycle: registration, qualification, approval, and review.
- Prequalification criteria and weighting.
- Capability, capacity, and technical assessment.
- Financial standing evaluation and credit checks.

- Certifications, licences, and quality management system verification.
- Conflict of interest and integrity checks in vendor approval.
- Workshop: designing a vendor qualification scoring model.

Day 2: Performance Measurement and Monitoring

- Key performance indicators for quality, delivery, cost, and responsiveness.
- Service level agreements and performance thresholds.
- Vendor performance scorecards and rating systems.
- Data collection, validation, and reporting cycles.
- Site visits, inspections, and witness testing.
- Recording non-conformities and tracking remediation.
- Exercise: building a vendor performance scorecard and review cycle.

Day 3: Contract Compliance and Verification

- Contract terms, specifications, and acceptance criteria.
- Delivery obligations, warranties, and remedies.
- Compliance verification against regulatory and safety requirements.
- Document control and records management.
- Change control and variation documentation.
- Compliance checklists and evidence packs.
- Workshop: conducting a contract compliance review.

Day 4: Corrective Action, Escalation, and Remedies

- Issuing and managing supplier corrective action requests.
- Root cause investigation and verification of closure.

- Performance improvement plans and probationary arrangements.
- Escalation paths and warning letters.
- Suspension, delisting, and re-entry criteria.
- Applying contractual remedies and recovery of losses.
- Role-play: handling a vendor compliance breach and corrective action meeting.

Day 5: Governance, Records, and Continuous Improvement

- Internal control over vendor processes using the COSO framework.
- Segregation of duties and approval authority limits.
- Vendor master data and records management standards.
- Audit trails, evidence retention, and audit readiness.
- Reporting vendor performance and compliance to management.
- Continuous improvement and lessons learned.
- Capstone: presenting a vendor governance improvement plan.

Conclusion

By successfully completing Managing Vendor Qualification, Performance & Contract Compliance Training Course, participants will gain a connected command of vendor qualification, performance measurement, and contract compliance. They will acquire the ability to build scoring models, run performance reviews, conduct compliance verification, and manage corrective action through to closure. As a result, they can protect the organization from vendor failure and demonstrate control to auditors and regulators. Gentex Training Center delivers this programme with a strong focus on practical frameworks and real vendor cases.

LEARN BOLD. **LEAD BEYOND**
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FAQs for the Managing Vendor Qualification, Performance & Contract Compliance course

Q1 What is the "Managing Vendor Qualification, Performance & Contract Compliance" course about?

It covers the three stages of vendor control qualifying vendors before approval, measuring their performance against agreed indicators, and verifying that delivery complies with contract terms and regulations.

Q2 What are the key benefits of the "Managing Vendor Qualification, Performance & Contract Compliance" course?

Participants prevent unsuitable vendors from entering the supply base, detect performance and compliance problems early, and manage corrective action to verified closure. They also strengthen audit trails and internal control, which reduces findings and regulatory exposure.

Q3 What skills will I gain from the "Managing Vendor Qualification, Performance & Contract Compliance" course?

Vendor qualification framework design with prequalification criteria and scoring; vendor performance measurement using key performance indicators and scorecards; contract compliance verification against specifications and regulatory requirements; and corrective action management, escalation, suspension, and delisting processes.

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Q4 What tools, methods, or standards are covered in the "Managing Vendor Qualification, Performance & Contract Compliance" course?

The course covers vendor registration and approval workflows, prequalification criteria and weighting, financial standing and credit checks, certification and quality management system verification, integrity and conflict of interest checks, key performance indicators, service level agreements with thresholds, vendor scorecards and rating systems, inspection and witness testing procedures, acceptance criteria and warranties, compliance checklists and evidence packs, supplier corrective action requests, root cause investigation, performance improvement plans, suspension and delisting criteria, the COSO internal control framework, segregation of duties, and audit trail and record retention standards.

Q5 How is the "Managing Vendor Qualification, Performance & Contract Compliance" course applied in real-world practice?

Participants design a vendor qualification scoring model, build a performance scorecard and review cycle, conduct a contract compliance review, handle a compliance breach and corrective action meeting, and present a vendor governance improvement plan. Each task mirrors the work of vendor management, quality, and internal audit teams.