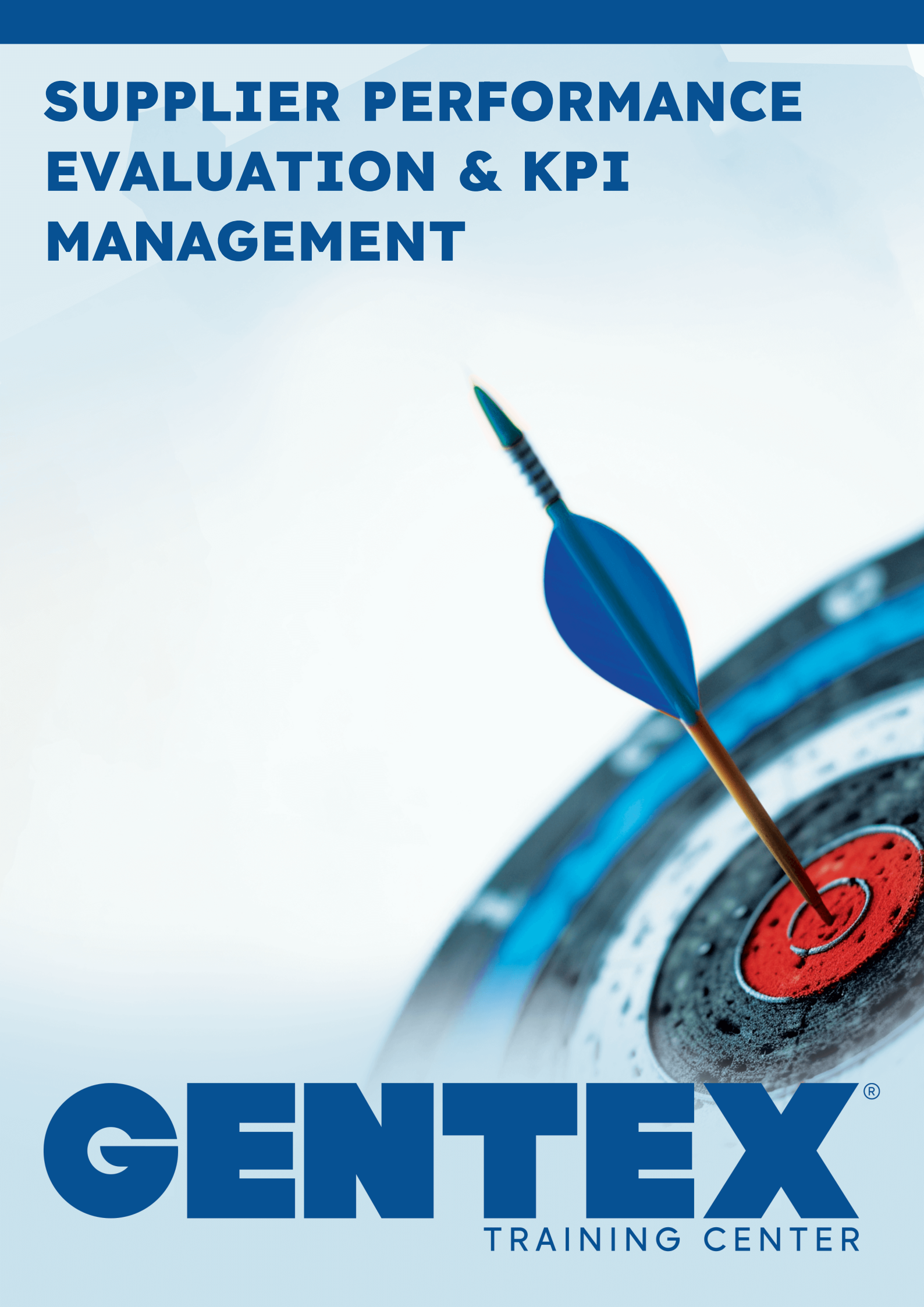
SUPPLIER PERFORMANCE EVALUATION & KPI MANAGEMENT



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TRAINING CENTER

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Introduction

Supplier Performance Evaluation & KPI Management Training Course gives procurement and supply chain teams a rigorous method for measuring what suppliers actually deliver. Vague satisfaction ratings and annual opinions do not protect a business; defined indicators, reliable data, and consistent review cycles do. This programme covers KPI selection, target setting, scorecard construction, data collection, and performance review routines. Participants work with quality, delivery, cost, responsiveness, and sustainability measures, and learn how to weight them fairly across different supplier types. Furthermore, the course covers root cause analysis, corrective action, and performance improvement planning. In addition, it addresses dashboards, reporting to management, and supplier incentives. As a result, attendees can turn supplier measurement into a decision tool.

Supplier Performance Evaluation & KPI Management Course Objectives

- Select supplier key performance indicators that reflect contract obligations and business needs.
- Define targets, thresholds, and rating bands for each performance measure.
- Build supplier scorecards with defensible weightings across categories.
- Apply the SMART framework to indicator definition and target setting.
- Collect, validate, and cleanse performance data from multiple sources.
- Apply the balanced scorecard logic to supplier evaluation across quality, cost, delivery, and innovation.
- Conduct structured supplier performance reviews and record outcomes.
- Investigate underperformance using root cause analysis and Pareto analysis.
- Issue corrective action requests and verify closure of improvement actions.
- Build performance dashboards that support category and executive decisions.

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Course Methodology

- Case studies on supplier measurement programmes and their business impact.
- Hands-on exercises in KPI definition, weighting, and scorecard design.
- Data validation and cleansing workshops using realistic supplier data sets.
- Role-play of supplier performance review meetings and corrective action discussions.
- Group work on dashboard design and management reporting packs.

Who Should Take This Course

- Supplier and vendor performance analysts.
- Procurement and category managers.
- Supply chain performance and reporting officers.
- Quality assurance and continuous improvement staff.
- Contract managers monitoring service levels.
- Data analysts supporting procurement functions.
- Consultants advising on supplier measurement frameworks.

Supplier Performance Evaluation & KPI Management Course Outlines

Day 1: Foundations of Supplier Performance Measurement

- Why informal supplier assessment fails.
- Linking performance measures to contract obligations and business objectives.

- Types of indicators: lagging, leading, quantitative, and qualitative.
- The SMART framework for indicator and target definition.
- Selecting a balanced indicator set by supplier category.
- Common measurement pitfalls and gaming risks.
- Workshop: defining an indicator set for a services supplier.

Day 2: KPI Design, Targets, and Weighting

- Defining formulas, data sources, and calculation frequency.
- Setting targets, thresholds, and rating bands.
- Weighting criteria by supplier importance and category.
- Service level agreements and performance-linked remedies.
- Threshold triggers and exception reporting.
- Cost, quality, delivery, responsiveness, and sustainability measures.
- Exercise: building a weighted KPI matrix for a strategic supplier.

Day 3: Scorecards and Data Management

- Supplier scorecard structure and rating scales.
- Scorecard visualisation and comparison across suppliers.
- Data collection methods, source systems, and ownership.
- Data validation, accuracy checks, and cleansing routines.
- Handling missing data and disputed figures.
- Automation through procurement and ERP systems.
- Workshop: assembling a supplier scorecard from raw performance data.

Day 4: Performance Reviews and Corrective Action

- Preparing the performance review pack.
- Conducting structured review meetings with suppliers.
- Root cause analysis using the five whys and fishbone diagrams.
- Pareto analysis for prioritising performance issues.
- Issuing corrective action requests and agreeing improvement plans.
- Verifying closure and measuring improvement over time.
- Role-play: leading a difficult performance review conversation.

Day 5: Dashboards, Reporting, and Continuous Improvement

- Designing supplier performance dashboards.
- Category-level and executive-level reporting.
- Benchmarking suppliers within and across categories.
- Linking performance to incentives, awards, and contract renewal.
- Continuous improvement cycles and lessons learned.
- Governance of the measurement framework.
- Capstone: presenting a supplier performance management framework.

Conclusion

By successfully completing Supplier Performance Evaluation & KPI Management Training Course, participants will gain a structured command of supplier measurement, scorecard design, and performance review practice. They will acquire the ability to define indicators, weight criteria fairly, validate data, investigate underperformance, and report supplier results credibly. As a result, they can hold suppliers accountable with evidence and drive measurable improvement. Gentex Training Center delivers this programme with a strong focus on practical measurement tools and real supplier data.

LEARN BOLD. **LEAD BEYOND**
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FAQs for the Supplier Performance Evaluation & KPI Management course

Q1 What is the "Supplier Performance Evaluation & KPI Management" course about?

It explains how to measure supplier performance systematically selecting key performance indicators, setting targets and weightings, building scorecards, validating data, running review meetings, and driving corrective action.

Q2 What are the key benefits of the "Supplier Performance Evaluation & KPI Management" course?

Participants hold suppliers accountable with evidence rather than opinion, detect performance decline earlier, and prioritise improvement where it matters most. They also produce reporting that management trusts, which strengthens renewal, incentive, and escalation decisions.

Q3 What skills will I gain from the "Supplier Performance Evaluation & KPI Management" course?

Supplier KPI selection and target setting using the SMART framework; supplier scorecard construction with defensible weightings; performance data collection, validation, and cleansing; and structured review management, root cause analysis, corrective action, and performance dashboard reporting.

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Q4 What tools, methods, or standards are covered in the "Supplier Performance Evaluation & KPI Management" course?

The course covers the SMART framework, lagging and leading indicator design, KPI formulas and calculation frequency, targets, thresholds and rating bands, weighted scoring matrices, service level agreements with performance-linked remedies, supplier scorecards and rating scales, data validation and cleansing routines, balanced scorecard logic, the five whys and fishbone diagrams, Pareto analysis, corrective action requests with closure verification, benchmarking methods, and supplier performance dashboard design.

Q5 How is the "Supplier Performance Evaluation & KPI Management" course applied in real-world practice?

Participants define an indicator set for a services supplier, build a weighted KPI matrix for a strategic supplier, assemble a scorecard from raw performance data, lead a difficult performance review role-play, and present a supplier performance management framework. Each task mirrors the work of supplier performance and procurement reporting teams.