SUPPLIER RELATIONSHIP MANAGEMENT PRACTITIONER



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Introduction

Supplier Relationship Management Practitioner Training Course develops the working skills a supplier relationship practitioner applies every week. It moves from theory into routine practice: classifying suppliers, running the review cycle, keeping performance data accurate, handling difficult conversations, and documenting decisions. Participants work through the practitioner's core toolkit the Kraljic matrix, supplier scorecards, service level agreements, business review agendas, and improvement charters. Furthermore, the programme covers the commercial judgement required when suppliers underperform, dispute data, or request changes. In addition, it addresses records, escalation, and relationship continuity when staff change. As a result, attendees can run a supplier relationship programme with confidence and consistency.

Supplier Relationship Management Practitioner Course Objectives

- Classify suppliers and assign the appropriate management approach for each segment.
- Maintain an accurate supplier register with ownership and contact records.
- Build and maintain supplier scorecards using agreed key performance indicators.
- Prepare, run, and document supplier business review meetings.
- Interpret service level agreements and apply performance remedies correctly.
- Investigate performance shortfalls using root cause and Pareto analysis.
- Issue corrective action requests and verify closure within agreed timescales.
- Handle supplier disputes, data disagreements, and change requests effectively.
- Manage supplier risk signals, escalations, and continuity concerns.
- Maintain relationship records, audit trails, and handover documentation.

Course Methodology

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- Practical workshops on scorecard building and review preparation.
- Role-play of business reviews, performance challenges, and dispute handling.
- Case studies of practitioner decisions and their downstream consequences.
- Group exercises on registers, escalation logs, and improvement charters.
- Individual action planning tied to each participant's supplier portfolio.

Who Should Take This Course

- Supplier relationship and vendor managers.
- Procurement officers and category buyers.
- Contract administrators monitoring suppliers.
- Supply chain coordinators handling supplier interfaces.
- Quality and performance analysts supporting supply teams.
- Team leaders taking responsibility for a supplier portfolio.
- Professionals moving into a supplier-facing role.

Supplier Relationship Management Practitioner Course Outlines

Day 1: Building the Supplier Register

- Classifying suppliers by importance, risk, and spend.
- Creating and maintaining the supplier register.
- Assigning relationship owners and escalation contacts.
- Setting the management approach for each supplier segment.
- Recording contracts, contacts, and key obligations.
- Reviewing register accuracy and completeness.

- Workshop: building and validating a supplier register.

Day 2: Working with Scorecards and KPIs

- Translating contract terms into practical indicators.
- Collecting performance data from operational sources.
- Validating data and handling gaps or disputes.
- Preparing the monthly or quarterly scorecard pack.
- Presenting results clearly to internal stakeholders.
- Comparing performance against agreed thresholds.
- Exercise: producing a scorecard pack from supplier data.

Day 3: Running the Review Cycle

- Planning the annual review calendar for the portfolio.
- Preparing agendas and pre-read packs for reviews.
- Chairing review meetings and keeping them on track.
- Documenting actions, owners, and deadlines.
- Following up between reviews and tracking progress.
- Handling suppliers who avoid or delay engagement.
- Role-play: chairing a quarterly supplier review.

Day 4: Handling Underperformance and Disputes

- Recognising the early signs of performance decline.
- Investigating causes using the five whys and Pareto analysis.
- Issuing corrective action requests and improvement plans.
- Managing data disputes and evidence requirements.

- Escalating through the agreed governance path.
- Negotiating recovery plans and revised targets.
- Role-play: addressing a supplier dispute over performance data.

Day 5: Records, Risk, and Relationship Continuity

- Documentation standards for relationship management.
- Audit trails, evidence retention, and record keeping.
- Monitoring supplier risk signals and continuity exposure.
- Managing handovers and staff changes smoothly.
- Periodic relationship health checks.
- Continuous improvement and lessons captured.
- Capstone: presenting a supplier relationship management action plan.

Conclusion

By successfully completing Supplier Relationship Management Practitioner Training Course, participants will gain the practical skills needed to manage a supplier portfolio day to day. They will acquire the ability to maintain registers and scorecards, chair review meetings, investigate underperformance, handle disputes, and keep records that support audit and continuity. As a result, they can deliver consistent supplier management across their portfolio. Gentex Training Center delivers this programme with a strong focus on hands-on practice and real portfolio scenarios.

FAQs for the Supplier Relationship Management Practitioner course

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Q1 What is the "Supplier Relationship Management Practitioner" course about?

It develops the practical, week-to-week skills of managing suppliers classifying them, maintaining registers and scorecards, running review meetings, handling underperformance and disputes, and keeping audit-ready records.

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

Participants manage their supplier portfolios consistently rather than reactively, produce scorecard packs that stakeholders trust, and resolve performance issues before they escalate. They also keep records that survive audit and staff changes.

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

Supplier classification and register maintenance across segments; supplier scorecard building and KPI data validation; business review preparation, chairing, and action tracking; and corrective action management, dispute handling, escalation, and relationship record keeping.

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

The course covers the Kraljic portfolio matrix, supplier registers with ownership records, supplier scorecards and rating bands, key performance indicator thresholds, service level agreements with remedies, review agendas and pre-read packs, action logs, the five whys and Pareto analysis, corrective action requests with closure verification, escalation logs, the seven-step review cycle, relationship health checks, audit trail and evidence retention standards, and handover documentation.

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

Participants build and validate a supplier register, produce a scorecard pack from real supplier data, chair a quarterly supplier review role-play, address a dispute over performance data, and present a relationship management action plan. Each task mirrors the practitioner's routine work.