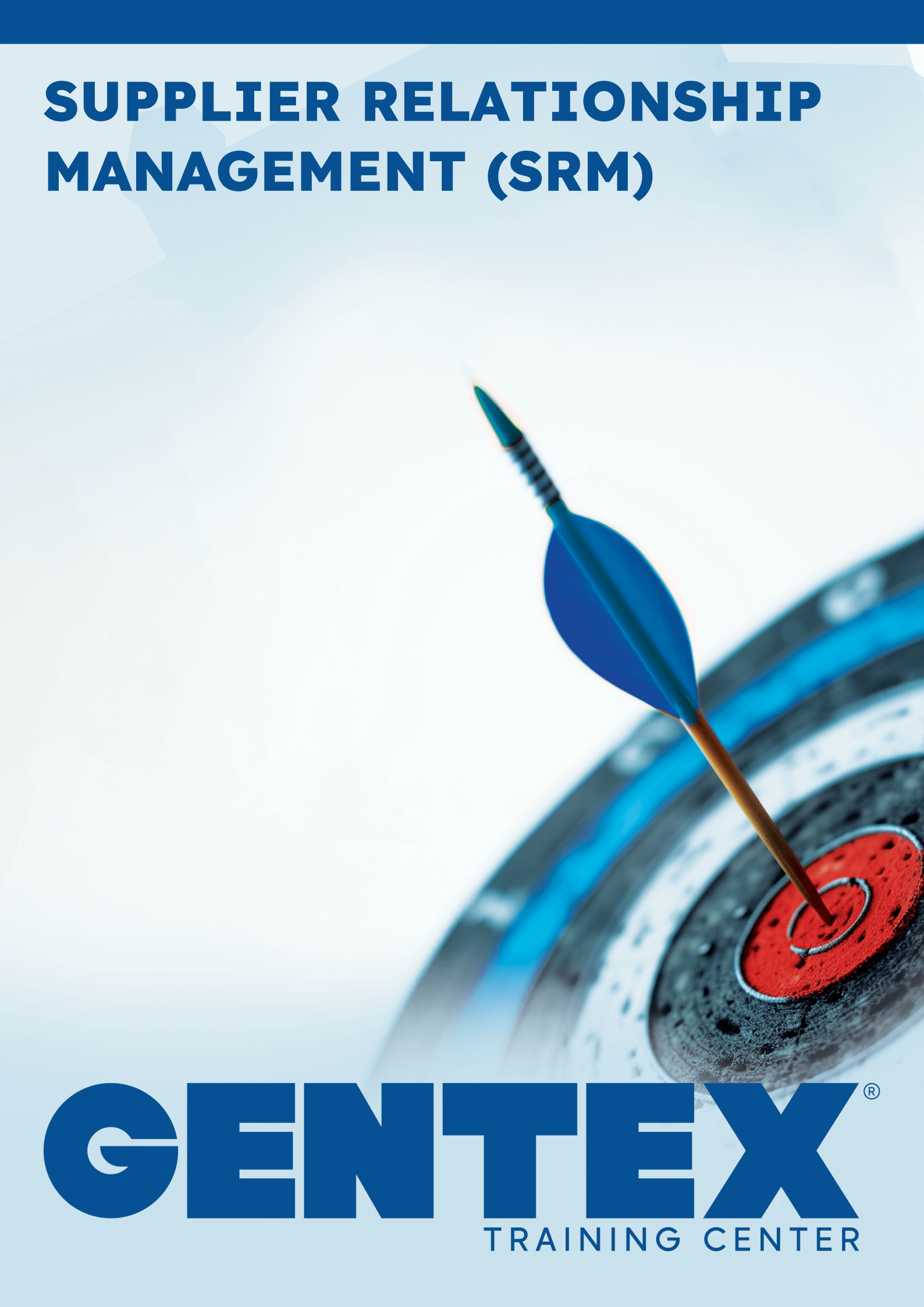
SUPPLIER RELATIONSHIP MANAGEMENT (SRM)



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GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

Introduction

Supplier Relationship Management (SRM) Training Course builds the practical capability to manage suppliers as a managed portfolio rather than a list of contacts. It covers the full SRM lifecycle: classifying suppliers, deciding how closely to manage each one, setting expectations, measuring results, and reviewing performance on a fixed rhythm. Participants work with the Kraljic portfolio matrix, the SRM maturity model, supplier scorecards, and structured business review meetings. Furthermore, the programme covers joint improvement projects, supplier development, and value tracking. In addition, it addresses supplier risk, escalation, and relationship exit. As a result, attendees can run supplier relationships that deliver consistent, measurable outcomes.

Supplier Relationship Management (SRM) Course Objectives

- Classify the supply base using the Kraljic portfolio matrix and spend analysis.
- Assign relationship models by supplier segment, from transactional to strategic.
- Apply the SRM lifecycle and the SRM maturity model to assess current practice.
- Define roles including relationship owner, executive sponsor, and category lead.
- Design governance structures with review cadence and escalation paths.
- Build supplier scorecards covering quality, delivery, cost, and responsiveness.
- Prepare and chair structured supplier business review meetings.
- Run joint improvement projects and value engineering initiatives with suppliers.
- Manage supplier risk through dependency, financial, and continuity assessment.
- Plan supplier development, escalation, and exit or transition decisions.

Course Methodology

- Case studies on supplier partnerships and relationship breakdowns.

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- Hands-on classification and relationship mapping exercises using real spend data.
- Role-play of supplier business reviews and escalation conversations.
- Group work on governance models, scorecards, and improvement charters.
- Simulation of supplier risk events and continuity responses.

Who Should Take This Course

- Supplier relationship and vendor managers.
- Procurement and category managers.
- Supply chain and sourcing professionals.
- Contract and commercial managers.
- Quality and supplier development staff.
- Risk and compliance officers with supplier responsibilities.
- Consultants advising on supply base strategy.

Supplier Relationship Management (SRM) Course Outlines

Day 1: Supplier Classification and Strategy

- Why relationships need managing rather than administering.
- Spend analysis and supply market assessment.
- The Kraljic portfolio matrix: strategic, leverage, bottleneck, and routine.
- Choosing relationship intensity by segment.
- Supplier tiering, sub-tier visibility, and dependency mapping.
- Aligning supplier strategy with business objectives.
- Workshop: classifying a supply base and assigning relationship models.

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Day 2: The SRM Lifecycle and Operating Model

- Lifecycle stages: selection, onboarding, management, development, and exit.
- SRM maturity model and self-assessment.
- Operating model: relationship owners, category leads, and sponsors.
- Governance forums and review cadence.
- Roles, responsibilities, and decision rights.
- Escalation paths and dispute mechanisms.
- Exercise: designing an SRM operating model for a category.

Day 3: Measuring Supplier Performance

- Key performance indicators for quality, delivery, cost, and responsiveness.
- Setting targets, thresholds, and rating bands.
- Building supplier scorecards with weighted criteria.
- Service level agreements and performance-linked remedies.
- Data collection, validation, and reporting cycles.
- Benchmarking suppliers within and across categories.
- Workshop: building a supplier scorecard and review pack.

Day 4: Reviews, Development, and Joint Value

- Preparing and chairing supplier business reviews.
- Joint improvement projects and value engineering.
- Early supplier involvement and innovation collaboration.
- Total cost of ownership analysis in relationship decisions.
- Supplier development plans and capability building.

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- Managing difficult conversations and performance recovery.
- Role-play: leading a business review after a performance shortfall.

Day 5: Risk, Governance, and Relationship Evolution

- Supplier risk categories and dependency exposure.
- Financial health, continuity, and sub-tier risk monitoring.
- ESG, ethical sourcing, and compliance requirements.
- Relationship health assessment and early warning indicators.
- Escalation, remediation, and relationship reset.
- Exit, transition, and knowledge transfer planning.
- Capstone: presenting a supplier relationship management plan.

Conclusion

By successfully completing Supplier Relationship Management (SRM) Training Course, participants will gain a structured command of supplier classification, governance, performance measurement, and development. They will acquire the ability to build scorecards, chair effective business reviews, run joint improvement work, and manage supplier risk and exit. As a result, they can manage supplier relationships that consistently deliver value. Gentex Training Center delivers this programme with a strong focus on practical frameworks and real supplier cases.

FAQs for the Supplier Relationship Management (SRM) course

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Q1 What is the "Supplier Relationship Management (SRM)" course about?

It covers how to manage suppliers as a structured portfolio classifying them by importance, choosing the right relationship model, governing the relationship, measuring performance, and developing or exiting suppliers as needed.

Q2 What are the key benefits of the "Supplier Relationship Management (SRM)" course?

Participants manage supplier relationships consistently instead of reactively, spot performance and risk problems earlier, and create joint improvement opportunities with key suppliers. They also strengthen governance and documentation, which supports audit and commercial reviews.

Q3 What skills will I gain from the "Supplier Relationship Management (SRM)" course?

Supply base classification using the Kraljic portfolio matrix and spend analysis; SRM operating model and governance design with defined roles and escalation paths; supplier scorecard and KPI development with agreed thresholds; and review meeting management, joint improvement project delivery, supplier risk management, and exit or transition planning.

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

The course covers the Kraljic portfolio matrix, spend analysis and supply market assessment, supplier tiering and dependency mapping, the SRM lifecycle and SRM maturity model, governance forums and review cadences, escalation and dispute mechanisms, supplier scorecards with weighted criteria and rating bands, service level agreements with performance-linked remedies, benchmarking methods, value engineering and early supplier involvement, total cost of ownership analysis, supplier development planning, financial health and continuity monitoring, ESG and ethical sourcing requirements, relationship health assessment, and exit and transition planning.

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

Participants classify a supply base and assign relationship models, design an SRM operating model for a category, build a supplier scorecard and review pack, lead a business review role-play after a performance shortfall, and present a supplier relationship management plan. Each task mirrors the daily work of supplier relationship and procurement teams.