



LM092: Managing Vendor Qualification, Performance & Contract Compliance



Training Description:

Suppliers and vendors play a key role in the company's success. Having a formalized system in place to track and evaluate supplier and vendor performance is essential to the smooth operation and profitability of the company.

Successful companies embrace their suppliers and vendors, viewing them as partners in helping to grow the business; therefore, we have to ensure we use the right processes and criteria to select our suppliers.

This intensive training course will use the system approach to demonstrate the optimal method in vendor qualification, enhance performance and ensure contract compliance.

This training course will highlight:

- How wide an adequate number of suppliers to maintain
- Selecting only the best suppliers to participate
- How to measure their performance objectively
- To ensure that they perform according to expectations

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand to avoid combative relationship with their suppliers and vendors
- ✓ Establish the goal in understanding what value-add is a given by the vendor
- ✓ Establish the vital steps in a proper supplier evaluation
- ✓ Matching customer requirement with the correct supplier segmentation
- ✓ Develop meaningful performance measures
- ✓ Learn how to use those performance results for continuous improvement

Personal Impact:

- ✓ Gain competency in the work task
- ✓ Understanding of the importance of supplier / vendor relationship
- ✓ Supplier / Vendor segmentation to better manage
- ✓ Productive evaluation

Organisation Impact:

- ✓ Ensuring suppliers performance
- ✓ Higher customer satisfaction
- ✓ Evaluate and identify to remove hidden cost drivers
- ✓ Inventory optimisation with supplier involvement
- ✓ Reduced total cost

Training Designed for:

This course is intended for Contracts, Procurement and Project Personnel, Engineering, Operational, Quality and Maintenance Personnel and all others who are involved in interfacing with contractors or suppliers in the acquisition of materials, equipment, parts and services or anyone who wants to improve supplier performance and gain successful outcomes from contracting situations.





Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Vendor Qualification: Compiling an Approved Supplier List
 - Distinguish between Supplier and Vendor
 - Determining the Goals and Objectives of Procurement
 - End-user Involvement in Earlier Supplier Management
 - Compiling Supplier Selection Criteria
 - Developing an Approved Supplier List
 - Supplier Segmentation

DAY TWO:

- ❖ Supplier Evaluation and Assessment
 - Vendor / Supplier Pre-qualification Questionnaire
 - Supplier Evaluation
 - Quality Management Systems
 - Performing a Supplier Assessment
 - Certification of Suppliers
 - ISO Certification
 - Setting Acceptance Criteria

DAY THREE:

- ❖ Supplier Performance - What to Measure?
 - Setting of Objective that are aligned with the Goals of the Company
 - Characteristics of a Good Performance Measurement System
 - Developing a Supplier Performance System
 - Supplier Performance Management and Metrics
 - Implementing the System

DAY FOUR:

- ❖ Supplier Performance – Interpreting the Results
 - Rating the Individual Supplier
 - Ranking Your Suppliers
 - Disseminating the Results: *What to do and what not to do?*
 - Rewarding Good Behaviour
 - Supplier Recognition
 - Corrective Action Procedures

DAY FIVE:

- ❖ Remedies for Breach of Contract
 - What constitutes a Breach?
 - The Different Types of Breaches
 - The Different Remedies Available
 - Determining the Quantum of Damages
 - Liquidated Damages



- Equitable Damages
- Court Injunction
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

