



## **SUPPLIER MANAGEMENT TRAINING (1 Day)**

Does your company suffer from any of the following issues?

- Difficulty with creating a productive relationship with suppliers?
- Frustration at suppliers not doing what you thought they were going to do?
- Anxiety at how to keep track of how your suppliers are serving you?
- Concern that disputes have not been dealt with effectively?

This course has been designed to ensure participants become confident in purchasing. It equips attendees with a suitable framework and range of tools and methodologies in order to achieve effective purchasing. Attendees' companies will gain by purchasing more cost-effectively and efficiently.

By the end of the day candidates will be able to:

- Manage internal and supplier expectations
- Set suppliers clear goals throughout the relationship
- Measure supplier performance in an efficient manner
- Resolve disputes swiftly and realistically
- Allocate the right amount of management time to each supplier

The trainer has widespread experience of purchasing and supply management. This means that participants will be able to discuss real-life situations with a trainer who can understand the challenges of purchasing and offer relevant advice. This course is aimed at all staff that have a purchasing role, be they buyers or members of administration teams. The course will be particularly relevant for those who are new to purchasing or who lack confidence in purchasing. It is recommended that this course is taken together with the effective negotiation course.

This is a full day course. Attendance is limited to a maximum of eight participants. This ensures that all candidates receive suitable personal attention and feedback throughout the course.

Agenda will cover:

### **Understanding a balanced relationship**

- The manufacturing environment
- What the client should expect from the supplier
- What the supplier should expect from the client
- The right relationship length

## **Communication**

- Different formats of communication
- Proactive vs. reactive
- Bonding with the client
- Structured discussions

## **Setting the correct service level**

- A commercial or legal agreement?
- Service level requirements
- Ensuring the service level agreement is measurable and enforceable

## **Supplier reviews**

- Systems to ensure the review is worthwhile
- Setting the agenda
- Following on from the review

## **Supplier measurement**

- Why measure suppliers
- Setting key performance indicators
- Measuring key performance indicators
- Using the results
- Making sure it happens

## **Resolving Disputes**

- Dispute escalation ladders
- Obtaining the facts
- Resolution strategies
- Dealing with internal issues

## **Creating a supplier management strategy**

- Measuring suppliers to the appropriate level
- Delegation and relationships
- Using information internally

Prior to the course candidates will be asked to send information giving an overview of the supplier management challenges that they face and on what they hope to achieve from the course. This can be fed back to management if requested. Advice on specific purchasing issues can be given to participants upon request.

At the end of the course participants will be asked to fill in an action plan of how they intend to change their supplier management as a result of the course and this can be fed back to management if requested.

For further information please contact Buying Support Agency on **0845 555 3344** or email [info@buyingsupport.co.uk](mailto:info@buyingsupport.co.uk)