



LM039: Leading and Managing Vendor Relations

Training Description:

In business, relations and profitability go hand in hand. Having the right vendors on board and, more importantly, achieving the ideal relationship level with each, can spell the difference between good and great performance levels. In this course, we describe the spectrum of business relationships and discuss how vendor profiles can be developed to improve each. We then list the different Go-to-Market strategies and discuss how each can be used to integrate vendor relations. Finally, we highlight the leadership and communication skills that are necessary to leverage the full extent of vendor relations.

Training Objectives:

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

- ✓ Evaluate vendor profiles for fit with organizational needs and direction
- ✓ Practice vendor integration techniques to support strategic purchasing objectives
- ✓ Manage vendor performance to ensure continuous improvement of offerings
- ✓ Apply winning Go-to-Market strategies to support internal capabilities
- ✓ Utilize essential soft skills to improve vendor relationship outcomes

Training Designed for:

This course is intended for Purchasing and supply chain professionals involved in supply management, vendor relations, sourcing, buying, expediting and vendor evaluation as well as personnel involved in the purchasing process.

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.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ Vendor Validation Process
 - Gathering Information
 - Prequalification Questionnaires
 - Vendor Risk Assessments
 - Remediation Planning and Validation

DAY TWO:

- ❖ Vendor Development and Integration
 - Vendor Development
 - Vendor Diversity Programs
 - Supplier Certification
 - Electronic Data-Interchange (EDI)



- Partnering Typologies

DAY THREE:

❖ Managing Vendor Performance

- Vendor Performance Objectives
- Performance Targets
- Continuous Improvement Initiatives
- Service Level Agreements

DAY FOUR:

❖ Go-To-Market Strategies

- Purchasing Strategy Matrix
- 6 Sourcing Strategies
 - Volume Concentration
 - Best-Price Evaluation
 - Global Sourcing
 - Product Specification Improvement
 - Joint Process Improvement
 - Relationship Restructuring
- Group Buying and Bulk Pricing
- Just in Time (JIT) Buying

DAY FIVE:

❖ Soft Skills and Vendor Relations Etiquette

- Effective Communication as a Pillar for Success
- Application of Leadership and Management Skills in Vendor Relations
- Cialdini's 6 Powerful Persuasion Techniques
 - Reciprocation
 - Authority
 - Social Proof
 - Commitment
 - Liking
 - Scarcity
- Vendor Relations Etiquette
- Communicating with foreign vendors

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

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, Gamification, Software & General Discussions
- Pre and Post Test



Training Certificate(s):

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

Training Fees:

TBA 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 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

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

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