BLACKBIRD FOR TRAINING

Managing Vendor Qualification, Performance & Contract Compliance

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Amman (Jordan)

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PARTNER



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Introduction

Suppliers and vendors play a major role in the success, stability, and profitability of any organization. Their performance affects product quality, service delivery, operational continuity, customer satisfaction, inventory efficiency, and total cost. For this reason, organizations need a formal and structured system to qualify vendors, evaluate suppliers, monitor performance, and ensure contract compliance.

Successful organizations do not treat suppliers and vendors only as external providers. They manage them as business partners who can support growth, improve service quality, reduce hidden costs, and contribute to better operational results. However, this partnership must be supported by clear supplier selection criteria, objective vendor qualification methods, measurable performance indicators, and strong contract compliance controls.

This Managing Vendor Qualification, Performance & Contract Compliance course provides a practical approach to supplier and vendor management. It focuses on how to compile an approved supplier list, assess supplier capability, establish acceptance criteria, measure supplier performance, interpret results, apply corrective actions, and understand remedies for breach of contract.

The course combines strategic supplier relationship management with practical tools that support procurement, contracts, operations, engineering, quality, maintenance, and project functions.

Course Objectives

By the end of this course, participants will be able to:

- Understand how to avoid combative relationships with suppliers and vendors.
- Recognize the importance of supplier and vendor relationships in achieving business value.
- Establish clear goals for identifying the value added by each vendor.
- Apply the vital steps required for proper supplier evaluation.
- Match customer requirements with the correct supplier segmentation.
- Develop meaningful supplier performance measures.
- Use supplier performance results for continuous improvement.
- Build a structured approach to vendor qualification.
- Support the development of an approved supplier list.
- Apply supplier evaluation and assessment methods.
- Understand the role of quality management systems and supplier certification.
- Interpret supplier performance results and take appropriate actions.
- Strengthen contract compliance and identify breach of contract situations.
- Understand available remedies for breach of contract.



Course Outlines

Day 1: 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 2: 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 3: Supplier Performance - What to Measure?

- Setting of objectives 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 4: 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 Behavior.
- Supplier Recognition.
- Corrective Action Procedures.



Day 5: 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.

Why Attend this Course: Wins & Losses!

- Improve the process of vendor qualification and supplier selection.
- Build a stronger approved supplier list based on clear criteria.
- Understand how to distinguish between suppliers and vendors.
- Strengthen supplier evaluation and assessment practices.
- Use pre-qualification questionnaires to support better sourcing decisions.
- Improve supplier performance management through meaningful metrics.
- Measure supplier performance objectively and consistently.
- Interpret supplier performance results and take corrective action.
- Improve supplier relationships and reduce combative interactions.
- Support higher customer satisfaction through better vendor performance.
- Reduce hidden cost drivers through stronger supplier control.
- Improve inventory optimization with supplier involvement.
- Strengthen contract compliance and reduce breach-related risks.
- Understand remedies available when contract breaches occur.

Conclusion

The Managing Vendor Qualification, Performance & Contract Compliance course provides a structured framework for improving how organizations select, evaluate, monitor, and manage suppliers and vendors.

The course begins with vendor qualification, supplier and vendor distinction, procurement objectives, end-user involvement, supplier selection criteria, approved supplier list development, and supplier segmentation. It then moves into supplier evaluation and assessment through pre-qualification questionnaires, quality management systems, supplier certification, ISO certification, and acceptance criteria.

The program then focuses on supplier performance measurement, including company-aligned objectives, performance systems, supplier performance management, metrics, and implementation. It also covers how to interpret supplier performance results through rating, ranking, result dissemination, supplier recognition, and corrective action procedures.

The final day addresses remedies for breach of contract, including breach types, available remedies, quantum of damages, liquidated damages, equitable damages, and court injunctions.



By the end of the course, participants will be better equipped to qualify vendors, evaluate suppliers, measure supplier performance, enhance supplier relationships, identify and reduce hidden costs, improve customer satisfaction, support continuous improvement, and ensure contract compliance.

