BLACKBIRD FOR TRAINING

# Comprehensive Course Supplier Relationship Management

*Barcelona (Spain)*

*24 - 28 February 2025*

# Comprehensive Course Supplier Relationship Management

Code: SC28 From: 24 - 28 February 2025 City: Barcelona (Spain) Fees: 4400 Pound

## Introduction

Welcome to the "Supplier Relationship Management SRM" course! Supplier Relationship Management SRM is a critical strategic approach for managing an organization's interactions with the companies that supply the goods and services it uses. This training is designed to equip professionals with the knowledge and skills necessary to effectively manage supplier relationships, enhance supplier performance, and drive value through strategic partnerships. Over five days, participants will explore the foundational principles of SRM, learn how to assess and categorize suppliers, develop strategies for supplier development and risk management, and utilize SRM tools and technologies to optimize procurement processes. The course combines theoretical knowledge with practical applications, ensuring that participants can implement SRM strategies in their organizations to achieve sustainable competitive advantages.

## Course Objectives

- Understand the principles and significance of Supplier Relationship Management SRM.
- Develop skills to assess and categorize suppliers effectively.
- Learn strategies for enhancing supplier performance and building strategic partnerships.
- Gain insights into risk management within supplier relationships.
- Utilize SRM tools and technologies to streamline procurement processes.

## Course Outlines

### Day 1: Introduction to Supplier Relationship Management

- Overview of Supplier Relationship Management SRM: Definition, Importance, and Benefits.
- The Evolution of SRM: From traditional procurement to strategic partnerships.
- Key Components of Effective SRM: Communication, Collaboration, and Performance Management.
- SRM Frameworks and Models: Understanding different approaches.
- Case Studies: Successful SRM implementations in various industries.

### Day 2: Supplier Assessment and Segmentation

- Supplier Assessment Criteria: Quality, Cost, Reliability, and Innovation.
- Supplier Segmentation: Categorizing suppliers based on strategic importance.
- Methods for conducting Supplier Assessments: Surveys, Audits, and Performance Metrics.
- Developing Supplier Scorecards and KPIs: Measuring supplier performance.
- Workshop: Hands-on Supplier Assessment and Segmentation exercise.

### Day 3: Supplier Development and Performance Management

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- Strategies for Supplier Development: Training, Joint Improvement Initiatives, and Incentives.
- Building Long-term Supplier Relationships: Trust, Transparency, and Mutual Goals.
- Performance Management Techniques: Continuous Improvement and Corrective Actions.
- Supplier Performance Review Meetings: Best practices for effective communication.
- Case Study Analysis: Examples of successful Supplier Development Programs.

## Day 4: Risk Management in Supplier Relationships

- Identifying Risks in Supplier Relationships: Operational, Financial, and Compliance Risks.
- Risk Mitigation Strategies: Diversification, Contractual Agreements, and Contingency Planning.
- Supplier Risk Assessment Tools: Risk Matrices and Risk Scoring Systems.
- Managing Supplier Crises: Response Plans and Communication Strategies.
- Workshop: Developing a Supplier Risk Management Plan.

## Day 5: SRM Tools and Technologies

- Overview of SRM Tools and Software: Features and Benefits.
- Implementing SRM Systems: Steps, Challenges, and Best Practices.
- Integrating SRM with Other Business Systems: ERP, CRM, and Supply Chain Management.
- Data Analytics in SRM: Leveraging Big Data for Supplier Insights.
- Future Trends in SRM: Digital Transformation, AI, and Blockchain Technologies.

## Day 6: Advanced Supplier Collaboration

- Principles of Collaborative Supplier Partnerships: Value Creation and Sharing.
- Joint Business Planning: Co-innovation and Collaborative Problem-Solving.
- Establishing Trust and Alignment: The Role of Clear Communication and Mutual Accountability.
- Negotiation Tactics for Strategic Suppliers: Achieving Win-Win Outcomes.
- Workshop: Developing Collaborative Supplier Partnership Plans.

## Day 7: Contract Management and Compliance

- Essentials of Supplier Contracts: Key Clauses and Legal Considerations.
- Managing Contract Lifecycle: From Drafting to Renewal.
- Ensuring Compliance: Monitoring Supplier Adherence to Standards and Agreements.
- Resolving Contract Disputes: Strategies for Effective Resolution.
- Case Studies: Examples of Effective Contract Management in SRM.

## Day 8: Measuring and Monitoring SRM Effectiveness

- Establishing Metrics for SRM Success: ROI, Supplier Satisfaction, and Operational Efficiency.
- Developing Balanced Scorecards for SRM Performance Tracking.
- Conducting Supplier Surveys: Gathering Feedback for Continuous Improvement.
- Benchmarking SRM Practices Against Industry Standards.
- Workshop: Creating an SRM Effectiveness Dashboard.

## Day 9: Sustainable and Ethical SRM Practices

- Principles of Sustainable Procurement: Environmental, Social, and Governance ESG Factors.

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- Engaging Suppliers in Sustainability Initiatives: Green Practices and Ethical Standards.
- Monitoring Supplier Compliance with Ethical Guidelines: Audits and Certifications.
- Addressing Challenges in Sustainable Supplier Management.
- Case Studies: Successful Integration of Sustainability in SRM.

## Day 10: Capstone Project and Future Outlook

- Capstone Project: Designing a Comprehensive SRM Strategy for Your Organization.
- Presentations: Participants Share and Discuss their SRM Strategies.
- Peer and Instructor Feedback on Capstone Projects.
- Emerging Trends in SRM: AI, Blockchain, and Predictive Analytics.
- Closing Session: Recap, Takeaways, and Action Plans for Implementation.

### Conclusion

By completing this course, participants will gain a thorough understanding of Supplier Relationship Management SRM and how to apply best practices to build strategic supplier relationships. They will be equipped with the skills to assess and categorize suppliers, develop effective performance management strategies, and manage supplier risks. Moreover, the course will enable participants to utilize advanced SRM tools and technologies to streamline procurement and strengthen supplier partnerships.

This training is ideal for professionals aiming to develop strong supplier relationship management strategies and learn the latest trends in SRM technologies to ensure their purchasing strategies align with organizational goals.

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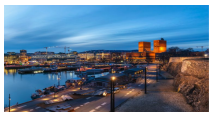
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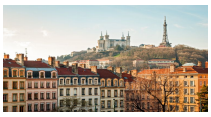
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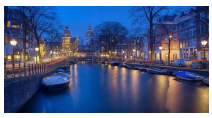
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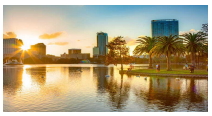
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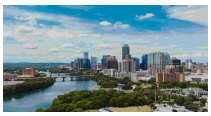
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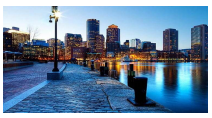
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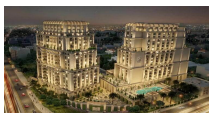
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