

Comprehensive Course Supplier Relationship Management

Cape Town (South Africa)

22 - 26 September 2025

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Comprehensive Course Supplier Relationship Management

Code: SC28 From: 22 - 26 September 2025 City: Cape Town (South Africa) Fees: 5600 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

By the end of this course, participants will:

- 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 SRM: Definition, Importance, and Benefits.
- 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.

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on it. The text 'UK Training PARTNER' is overlaid on the board.

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Day 3: Supplier Development and Performance Management

- 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.

Why Attend this Course: Wins & Losses!

Benefits of Attending:

- Gain a comprehensive understanding of SRM principles and best practices.
- Learn how to improve supplier performance and develop strategic partnerships.
- Leverage advanced SRM tools and technologies to optimize procurement processes.
- Acquire skills to assess suppliers and manage risks effectively.
- Explore cutting-edge trends like AI and blockchain in SRM to future-proof your strategies.

Conclusion

The "Supplier Relationship Management SRM" course provides a comprehensive understanding of how to build strategic partnerships with suppliers. Participants will gain the tools to assess and categorize suppliers, improve their performance, and manage risks effectively. The course will also enable participants to adopt the latest technologies and strategies in SRM to align purchasing goals with organizational objectives.

Join us today to enhance your SRM skills and prepare for the future of procurement with confidence!

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The text 'UK Training' is above 'PARTNER' in a bold, sans-serif font.

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