Vendor Management

11 – 22 October 2027
Amsterdam (Netherlands)



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Introduction

Vendor Management has become a critical business function for organizations seeking to improve operational performance, control costs, strengthen supply chain resilience, and maximize value from external suppliers and service providers. Modern organizations increasingly rely on vendors to deliver products, services, technology solutions, logistics support, and specialized expertise. As a result, managing vendor relationships effectively is no longer limited to procurement activities but has evolved into a strategic discipline that directly impacts organizational performance, risk management, compliance, and business continuity.

Effective Vendor Management requires organizations to establish structured processes for vendor selection, evaluation, onboarding, performance monitoring, contract administration, risk management, and relationship development. Organizations that implement robust vendor management frameworks are better positioned to improve supplier performance, reduce operational risks, enhance service quality, and achieve long-term business objectives.

This course provides participants with a comprehensive understanding of Vendor Management principles, methodologies, and best practices. It explores the complete vendor lifecycle, from supplier selection and contract development to performance measurement, risk management, strategic partnerships, and continuous improvement. Participants will gain practical knowledge that supports effective vendor governance, supplier collaboration, and sustainable business value creation.

Course Objectives

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

- Understand the principles and strategic importance of Vendor Management.
- Develop structured vendor management frameworks and governance processes.
- Establish effective vendor selection and qualification criteria.
- Evaluate vendor capabilities, financial stability, and operational performance.
- Develop vendor onboarding and integration processes.
- Apply contract management principles to vendor relationships.
- Monitor vendor performance using measurable performance indicators.
- Identify and manage vendor-related risks and compliance requirements.
- Strengthen supplier relationship management practices.
- Develop performance improvement plans for underperforming vendors.
- Apply negotiation techniques to vendor engagements.
- Manage vendor communication and stakeholder expectations.
- Implement vendor audit and assessment processes.
- Improve cost efficiency and value creation through supplier partnerships.



• Develop strategic vendor management plans aligned with organizational objectives.

Course Outlines

Day 1: Foundations of Vendor Management and Supplier Governance

• Strategic role of Vendor Management.
• Vendor lifecycle management concepts.
• Vendor governance frameworks.
• Supplier segmentation methodologies.
• Vendor policies and procedures.
• Vendor roles and responsibilities.
• Procurement and Vendor Management integration.
• Vendor management operating models.

Day 2: Vendor Selection, Qualification and Due Diligence

• Vendor sourcing strategies.
• Supplier market analysis.
• Vendor prequalification processes.
• Request for proposal and tender evaluation.
• Vendor assessment criteria.
• Financial and operational due diligence.
• Compliance and regulatory assessments.
• Vendor selection decision frameworks.

Day 3: Contract Management and Vendor Onboarding

• Contract management fundamentals.
• Service level agreements and performance expectations.
• Contract risk allocation principles.
• Vendor onboarding processes.
• Roles and responsibilities definition.
• Performance obligations and deliverables.
• Vendor communication protocols.
• Contract administration practices.



Day 4: Vendor Performance Management and Measurement

- Vendor performance management frameworks.
- Key performance indicators for vendors.
- Service quality measurement.
- Performance review methodologies.
- Vendor scorecards and reporting.
- Monitoring vendor compliance.
- Performance improvement planning.
- Managing vendor performance issues.

Day 5: Vendor Risk Management and Compliance

- Vendor risk management principles.
- Third-party risk identification.
- Operational and financial risk assessment.
- Compliance monitoring practices.
- Regulatory requirements and vendor obligations.
- Information security and data protection considerations.
- Business continuity and vendor resilience.
- Risk mitigation planning.

Day 6: Supplier Relationship Management and Collaboration

- Strategic supplier relationship management.
- Building long-term vendor partnerships.
- Communication and stakeholder engagement.
- Collaborative performance improvement.
- Managing vendor expectations.
- Conflict resolution and relationship recovery.
- Supplier development initiatives.
- Creating mutual business value.

Day 7: Negotiation and Commercial Vendor Management

- Vendor negotiation strategies.
- Negotiation preparation and planning.
- Cost optimization techniques.
- Commercial performance management.
- Contract renewal negotiations.
- Managing pricing structures.
- Value-based vendor discussions.
- Achieving mutually beneficial agreements.



Day 8: Vendor Auditing, Assessment and Governance Reviews

- Vendor audit frameworks.
- Supplier assessment methodologies.
- Compliance audits and reviews.
- Governance effectiveness evaluation.
- Identifying control weaknesses.
- Corrective action management.
- Vendor review meetings.
- Continuous monitoring practices.

Day 9: Strategic Vendor Management and Value Creation

- Strategic vendor management frameworks.
- Aligning vendors with organizational strategy.
- Innovation through vendor partnerships.
- Supplier-led improvement initiatives.
- Cost reduction opportunities.
- Performance optimization strategies.
- Sustainable supplier management.
- Long-term value creation approaches.

Day 10: Integrated Vendor Management Strategy and Future Trends

- Developing integrated vendor management strategies.
- Emerging trends in vendor management.
- Digital transformation in supplier management.
- Vendor management technologies and analytics.
- Vendor governance maturity models.
- Organizational vendor management roadmaps.
- Future challenges and opportunities.
- Developing a comprehensive vendor management action plan.

Why Attend This Course: Wins & Losses!

- Strengthen Vendor Management knowledge and capabilities.
- Improve supplier selection and qualification processes.
- Enhance contract and vendor governance practices.
- Improve vendor performance monitoring and reporting.
- Strengthen supplier relationship management skills.
- Reduce vendor-related operational and compliance risks.
- Improve cost management and value creation.
- Strengthen negotiation and stakeholder management capabilities.
- Enhance vendor accountability and service quality.
- Support business continuity through effective vendor oversight.



Conclusion

Vendor Management is a strategic capability that extends beyond procurement activities to encompass governance, risk management, performance monitoring, relationship management, and value creation. Organizations that effectively manage their vendor ecosystem are better positioned to improve operational efficiency, reduce costs, enhance compliance, strengthen resilience, and achieve sustainable growth.

This course provides a structured framework for managing the complete vendor lifecycle, including supplier selection, contract management, performance measurement, risk management, relationship development, governance oversight, and strategic collaboration. Participants gain a comprehensive understanding of how to establish effective vendor management practices that support organizational objectives and improve supplier performance.

By the end of the program, participants will be equipped to design and implement robust Vendor Management frameworks, strengthen supplier relationships, monitor performance effectively, manage risks proactively, and create long-term value through strategic vendor partnerships. These capabilities support stronger organizational performance, improved service delivery, enhanced compliance, and sustainable business success.

