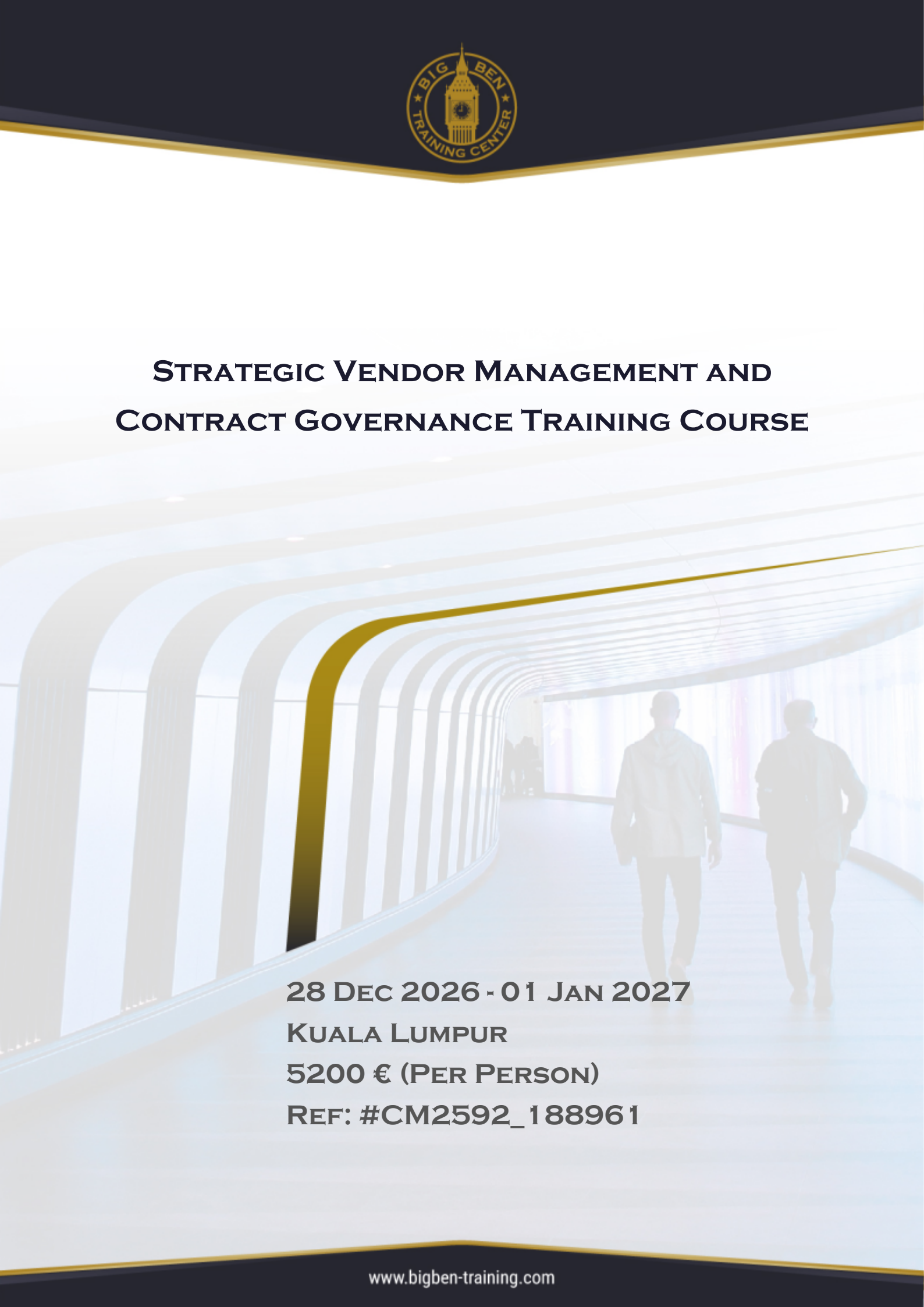
# Strategic Vendor Management and Contract Governance Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #CM2592_188961

## Course Introduction / Overview:

This comprehensive training course is designed to equip professionals with the essential skills for strategic vendor management and robust contract governance. In today's complex global market, the ability to cultivate strong supplier partnerships and manage contracts effectively is no longer just an operational task but a critical strategic advantage. This program moves beyond traditional procurement tactics to a more holistic approach, focusing on the entire vendor relationship lifecycle, from selection and onboarding to performance management and strategic alignment. Participants will delve into best practices for mitigating procurement risks, ensuring contract compliance, and maximizing value from supplier agreements. Drawing on principles from leading thinkers like Kate Vitasek, author of "Vested Outsourcing: Five Rules That Will Transform Outsourcing," this course emphasizes building collaborative, performance-based relationships. At BIG BEN Training Center, we provide a framework that integrates vendor management with overarching business objectives, enabling organizations to drive innovation, achieve cost reduction, and build a resilient supply chain. This course is the definitive guide to transforming your vendor interactions into powerful strategic assets.

## Target Audience / This training course is suitable for:

- Procurement Managers and Officers.
- Contract Administrators and Managers.
- Supply Chain and Logistics Professionals.
- Vendor Relationship Managers.
- Project Managers.
- Operations Managers.
- Legal and Compliance Officers.
- Finance Professionals involved in procurement.
- Anyone responsible for sourcing, selecting, or managing third-party vendors.

## Target Sectors and Industries:

- Manufacturing and Engineering.
- Information Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Construction and Real Estate.
- Retail and Consumer Goods.
- Oil and Gas.
- Governmental agencies and public sector organizations.
- Consulting and Professional Services.

## Target Organizations Departments:

- Procurement and Sourcing Department.
- Contracts and Legal Department.
- Supply Chain Management.
- Finance and Accounts Department.
- Operations Department.
- Project Management Office (PMO).
- Risk and Compliance Department.
- Information Technology (IT) Department.

## Course Offerings:

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

- Develop a robust framework for strategic vendor selection and evaluation.
- Implement effective vendor onboarding and integration processes.
- Master the complete contract lifecycle management from drafting to termination.
- Design and monitor Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Apply advanced negotiation strategies for favorable contract terms.
- Identify, assess, and mitigate vendor-related risks effectively.
- Establish a strong contract governance and compliance structure.
- Resolve vendor disputes and manage challenging supplier relationships.
- Foster vendor collaboration to drive innovation and continuous improvement.
- Align procurement activities with the organization's strategic goals.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. We believe in an experiential learning approach where participants actively engage with the material rather than passively receiving information. The course combines expert-led presentations with interactive discussions, allowing for a deep dive into the core concepts of vendor management and contract governance. A significant portion of the training is dedicated to hands-on activities, including real-world case study analysis, group workshops, and role-playing exercises focused on contract negotiation and dispute resolution. This interactive format encourages participants to share their experiences and learn from their peers in a collaborative environment. Our facilitators provide continuous feedback and guide participants in applying theoretical knowledge to solve practical challenges they face in their roles. The methodology ensures that attendees leave not just with knowledge, but with the confidence and skills to implement effective vendor and contract management strategies within their organizations immediately.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic Vendor Management

- The evolution from tactical purchasing to strategic vendor management.
- Core principles of Supplier Relationship Management (SRM).
- Aligning vendor management with corporate strategy and objectives.
- The strategic importance of a robust procurement governance framework.
- Understanding the total cost of ownership (TCO) in vendor selection.
- Key roles and responsibilities in the vendor management ecosystem.
- Ethical considerations and establishing a code of conduct for procurement.

### Unit Two: The Vendor Lifecycle: Selection, Onboarding, and Performance

- Developing comprehensive criteria for vendor selection and evaluation.
- Conducting effective due diligence and vendor risk assessment.
- The strategic sourcing process and request for proposal (RFP) management.
- Structuring an effective and seamless vendor onboarding process.
- Creating and implementing vendor scorecards and performance metrics.
- Conducting productive vendor performance reviews and feedback sessions.
- Managing a centralized vendor information database.

### Unit Three: Mastering Contract Governance and Lifecycle Management

- Fundamentals of contract law for non-legal professionals.
- Key components of a well-structured contract.
- The complete contract lifecycle management (CLM) process.
- Drafting clear and enforceable Service Level Agreements (SLAs).
- Strategies for effective contract administration and document management.
- Processes for managing contract changes, renewals, and amendments.
- Best practices for contract closeout and termination.

## Unit Four: Advanced Relationship Management and Risk Mitigation

- Segmenting suppliers for differentiated relationship management.
- Building collaborative and strategic partnerships with key vendors.
- Techniques for effective communication and stakeholder management.
- Identifying and categorizing third-party risks (financial, operational, reputational).
- Developing a comprehensive vendor risk management framework.
- Strategies for proactive risk monitoring and mitigation.
- Frameworks for vendor dispute resolution and conflict management.

## Unit Five: Strategic Negotiation, Cost Management, and Future Trends

- Preparing for and executing successful contract negotiations.
- Advanced negotiation tactics and strategies for win-win outcomes.
- Leveraging vendor relationships for cost reduction and value creation.
- Performance-based contracting and innovative payment models.
- The impact of digital transformation on procurement and vendor management.
- Exploring technologies like Vendor Management Systems (VMS) and AI.
- Developing a continuous improvement plan for your vendor management function.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

In an era of increasing supply chain volatility, how can organizations shift from a transactional vendor management model to a truly strategic partnership framework to build resilience and drive innovation?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on vendor and contract management, moving beyond the purely administrative or legalistic focus of many other programs. While other courses may concentrate on the mechanics of contract drafting or the procurement process in isolation, this training integrates these elements into a broader strategic framework. We emphasize the critical link between supplier relationships and the achievement of core business objectives, such as innovation, risk mitigation, and competitive advantage. The curriculum is uniquely designed to balance technical skills, like SLA development and risk assessment, with the essential soft skills of negotiation, communication, and relationship building. Furthermore, the course content is grounded in real-world scenarios and forward-looking trends, preparing participants not just for today's challenges but also for the future of procurement, including the impact of digital transformation. The focus is on creating proactive, value-driven professionals who can transform the procurement function from a cost center into a strategic enabler for their organization.