Advanced Vendor Management and Strategic Outsourcing Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PMP5523_124107

Course Introduction / Overview:

This course provides a comprehensive framework for mastering the complexities of strategic vendor management and outsourcing, particularly within the context of large-scale and complex projects. In today's globalized economy, the ability to effectively select, manage, and integrate external partners is no longer a peripheral function but a core strategic capability. This program moves beyond traditional procurement tactics to instill a strategic mindset focused on value creation, risk mitigation, and long-term partnership development. We will explore the entire outsourcing lifecycle, from initial needs analysis and market assessment to vendor selection, contract negotiation, and performance governance. Drawing on principles from leading thinkers like Kate Vitasek, author of "Vested Outsourcing: Five Rules That Will Transform Outsourcing," participants will learn to build collaborative relationships that drive innovation and mutual success. At BIG BEN Training Center, we have designed this curriculum to equip professionals with the practical skills and strategic foresight needed to navigate the challenges of third-party dependencies, ensuring that outsourced functions and vendor partnerships deliver on their promised value and contribute directly to organizational objectives. This training is essential for anyone involved in making critical sourcing decisions that impact project timelines, budgets, and outcomes.

Target Audience / This training course is suitable for:

- Project Managers and Program Managers.
- Procurement, Sourcing, and Purchasing Professionals.
- Contract Managers and Administrators.
- Supply Chain and Logistics Managers.
- Operations Managers and Department Heads.
- IT Managers involved in technology outsourcing.
- Legal and Commercial Advisors.
- Finance Managers responsible for project budgets.
- Business Analysts involved in defining outsourcing requirements.
- Vendor and Supplier Relationship Managers.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Construction and Engineering.
- Oil, Gas, and Energy.
- Healthcare and Pharmaceuticals.
- Manufacturing and Industrial Production.
- Governmental Agencies and Public Sector Organizations.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Aerospace and Defense.

Target Organizations Departments:

- Procurement and Strategic Sourcing Department.
- Project Management Office (PMO).
- Operations and Production Department.
- Information Technology (IT) Department.
- Supply Chain Management Department.
- Legal and Contracts Department.
- Finance and Accounting Department.
- Risk Management and Compliance Department.
- Corporate Strategy and Business Development.
- Facilities and Administration Department.

Course Offerings:

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

- Develop a robust strategic sourcing and outsourcing strategy aligned with corporate goals.
- Implement a structured vendor selection and due diligence process for complex projects.
- Master advanced negotiation techniques for creating mutually beneficial contracts and SLAs.
- Design and apply effective vendor performance management frameworks using KPIs.
- Identify, assess, and mitigate risks associated with outsourcing and third-party dependencies.
- Build and maintain strong, collaborative supplier relationships for long-term value creation.
- Establish effective governance structures to oversee and manage outsourcing engagements.
- Manage the transition and integration of outsourced services with minimal disruption.
- Resolve conflicts and manage disputes with vendors professionally and effectively.
- Evaluate the financial impact and return on investment of strategic sourcing decisions.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond theoretical lectures to immerse attendees in a dynamic learning environment. We utilize a blended approach that includes expert-led presentations, in-depth case study analyses of real-world outsourcing successes and failures, and interactive group discussions that encourage peer-to-peer learning. A significant portion of the course is dedicated to hands-on workshops and role-playing exercises, such as mock contract negotiations and vendor performance review meetings, which allow participants to practice and refine their skills in a safe and supportive setting. Practical tools, templates, and checklists for vendor evaluation, risk assessment, and performance tracking will be provided. Our experienced instructors facilitate a collaborative atmosphere, providing personalized feedback and guiding participants through complex scenarios. The methodology emphasizes critical thinking and strategic problem-solving, empowering attendees to develop bespoke solutions for their own organizational challenges in vendor management and outsourcing.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Vendor Management

- Introduction to strategic sourcing and procurement.
- Differentiating between tactical purchasing and strategic vendor management.
- The business case for outsourcing in complex projects.
- Core principles of Supplier Relationship Management (SRM).
- Aligning vendor management with organizational strategy.
- Identifying key stakeholders and their roles in the sourcing process.
- Ethical considerations and codes of conduct in procurement.

Unit Two: The Outsourcing Lifecycle and Vendor Selection

- Mapping the end-to-end outsourcing lifecycle.
- Defining project requirements and creating a detailed scope of work (SOW).
- Conducting market research and identifying potential vendors.
- Developing robust Request for Proposal (RFP) and evaluation criteria.
- The vendor due diligence process.
- Techniques for evaluating vendor proposals and capabilities.
- Final vendor selection and justification.

Unit Three: Contract Negotiation and Service Level Agreements (SLAs)

- Fundamentals of contract law for non-lawyers.
- Key components of a robust outsourcing agreement.
- Strategies for effective contract negotiation.
- Defining and documenting Service Level Agreements (SLAs).
- Developing Key Performance Indicators (KPIs) and metrics.
- Understanding pricing models (fixed-price, time and materials, value-based).
- Clauses for change management, dispute resolution, and termination.

Unit Four: Managing Vendor Performance and Relationships

- Implementing a vendor performance management framework.
- Techniques for monitoring and measuring vendor performance against SLAs.
- Conducting effective vendor review meetings.
- Building collaborative and strategic partnerships with suppliers.
- Strategies for managing underperforming vendors.
- Incentivizing performance and continuous improvement.
- Tools and technologies for vendor management.

Unit Five: Advanced Topics in Risk, Governance, and Project Integration

- Establishing an effective outsourcing governance structure.
- Identifying and mitigating third-party risks (operational, financial, reputational).
- Managing data security and compliance in outsourced environments.
- Change management strategies for outsourcing transitions.
- Integrating vendor activities with internal project management plans.
- Managing multi-vendor environments and dependencies.
- The future of outsourcing and trends in strategic partnerships.

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 rapid technological disruption, how can traditional vendor governance frameworks evolve to manage agile, co-creative partnerships instead of just transactional service delivery?

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

This course distinguishes itself by adopting a holistic and integrative approach that bridges the critical gap between procurement theory and project management reality. Unlike programs that treat vendor management as a siloed administrative function, this training embeds it within the strategic context of complex project delivery. We focus on the intricate dependencies and communication channels required to ensure that outsourced partners operate as seamless extensions of the internal project team. The curriculum is built upon a foundation of real-world case studies, providing participants with practical insights into the nuanced challenges of managing high-stakes outsourcing relationships, from negotiating culturally sensitive contracts to governing agile development partners. Furthermore, the course emphasizes the development of "soft skills" crucial for successful supplier relationship management, such as advanced negotiation, conflict resolution, and collaborative problem-solving. Rather than just presenting tools, we cultivate a strategic mindset, enabling participants to design and implement bespoke vendor governance frameworks that are resilient, adaptable, and aligned with their organization's unique strategic objectives, ensuring sustainable value creation far beyond simple cost reduction.