Strategic Supplier Performance and Quality Assurance Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PSC1710_143329

Course Introduction / Overview:

In today's interconnected global economy, the performance and quality of suppliers are no longer operational concerns but strategic imperatives that directly impact an organization's reputation, profitability, and competitive edge. This course moves beyond traditional procurement tactics to provide a comprehensive framework for managing supplier performance and ensuring quality throughout the supply chain. Drawing on principles championed by quality management pioneers like W. Edwards Deming, who emphasized the importance of system-wide improvement and supplier partnerships, this program equips participants with the tools to build a robust quality assurance system. We will explore concepts detailed in influential works such as "The Toyota Way," focusing on creating a culture of continuous improvement and mutual trust with suppliers. BIG BEN Training Center has designed this intensive training to transform your approach, enabling you to develop suppliers into strategic partners who contribute to innovation and long-term value creation. This course provides a holistic view, integrating supplier evaluation, performance metrics, auditing, risk management, and relationship development into a cohesive and powerful strategy that drives organizational excellence and supply chain resilience.

Target Audience / This training course is suitable for:

- Procurement Managers and Officers.
- Supply Chain and Logistics Professionals.
- Quality Assurance and Quality Control Managers.
- Supplier Quality Engineers.
- Contract Managers and Administrators.
- Operations Managers.
- Sourcing and Category Managers.
- Compliance and Risk Management Officers.
- Project Managers involved in sourcing and procurement.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Aerospace and Defense.
- Automotive and Transportation.
- Pharmaceuticals and Healthcare.
- Technology and Electronics.
- Consumer Goods and Retail.
- Energy and Utilities.
- Construction and Engineering.
- Governmental agencies and public sector procurement bodies.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Supply Chain Management Department.
- Quality Assurance and Quality Control Department.
- Operations Management Department.
- Logistics and Distribution Department.
- Contract Management Department.
- Strategic Sourcing Department.
- Risk and Compliance Department.

Course Offerings:

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

- Develop and implement robust supplier qualification and selection criteria.
- Design effective supplier performance scorecards using relevant KPIs.
- Conduct comprehensive supplier audits and site assessments.
- Master root cause analysis and implement effective Corrective and Preventive Actions (CAPA).
- Apply Total Quality Management (TQM) principles to the supply chain.
- Foster strategic supplier relationships and collaborative partnerships.
- Develop supplier development programs to enhance capabilities.
- Analyze and mitigate risks associated with the supply base.
- Integrate quality assurance standards like ISO 9001 into procurement processes.
- Drive continuous improvement initiatives within the supply chain.

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 the learned concepts in their professional roles. We move beyond theoretical lectures to a hands-on learning environment where active participation is key. The course incorporates a blend of expert-led presentations, real-world case study analyses, and interactive group discussions that encourage peer-to-peer learning and knowledge sharing. Participants will engage in practical exercises such as developing supplier scorecards, simulating supplier audit scenarios, and conducting root cause analysis on hypothetical quality issues. Team-based workshops will challenge participants to collaboratively solve complex supply chain problems, fostering skills in teamwork and strategic thinking. Throughout the course, our experienced instructors provide continuous feedback and facilitate sessions that link theoretical frameworks to the specific challenges faced by participants in their own organizations. This immersive approach ensures a deep understanding of strategic supplier performance and quality assurance principles.

Course Agenda (Course Units):

Unit One Foundations of Strategic Supplier Management

- The strategic role of procurement and quality assurance in modern organizations.
- Evolution from transactional purchasing to strategic supplier relationship management.
- Introduction to Total Quality Management (TQM) and its core principles.
- Understanding the Cost of Poor Quality (COPQ) in the supply chain.
- Key concepts of ISO 9001 and its relevance to supplier quality.
- Aligning supplier management strategy with overall business objectives.
- Defining the roles and responsibilities in supplier quality management.

Unit Two Supplier Evaluation, Selection, and Performance Metrics

- Developing a robust supplier qualification and evaluation process.
- Techniques for segmenting the supply base for strategic focus.
- Designing and implementing effective supplier performance scorecards.
- Identifying and tracking Key Performance Indicators (KPIs) for quality, delivery, and cost.
- Utilizing data analytics for informed supplier selection.
- Conducting financial health assessments of potential suppliers.
- The role of cross-functional teams in the supplier selection process.

Unit Three Supplier Auditing, Compliance, and Process Control

- Planning and executing effective supplier quality audits.
- Differentiating between system, process, and product audits.
- Techniques for on-site assessment and evidence gathering.
- Understanding and applying Statistical Process Control (SPC) in a supplier context.
- Managing supplier non-conformance and deviation requests.
- Implementing a systematic Corrective and Preventive Action (CAPA) system.
- Mastering root cause analysis tools (e.g., 5 Whys, Fishbone Diagram).

Unit Four Supplier Relationship and Development

- Building collaborative and trust-based supplier relationships.
- Frameworks for Supplier Relationship Management (SRM).
- Conducting effective supplier performance review meetings.
- Strategies for motivating and incentivizing supplier performance.
- Designing and implementing supplier development programs.
- Techniques for joint problem-solving and continuous improvement initiatives.
- Managing communication and fostering transparency with strategic partners.

Unit Five Advanced Strategies in Supplier Risk and Improvement

- Identifying, assessing, and mitigating supply chain risks.
- Developing strategies for enhancing supply chain resilience.
- The impact of technology on supplier performance management.
- Integrating sustainability and ethical sourcing into supplier management.
- Negotiation strategies for quality agreements and contracts.
- Creating a culture of continuous improvement across the supply chain.
- Future trends in supplier quality and performance management.

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:

How can an organization effectively balance the drive for cost reduction with the strategic necessity of investing in supplier quality and development to ensure long-term supply chain resilience?

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

This course distinguishes itself by adopting a holistic and strategic perspective on supplier management, moving beyond the conventional focus on compliance and auditing. While other programs may concentrate solely on the technical aspects of quality control, this training integrates the critical pillars of performance metrics, risk management, and relationship development into a single, cohesive framework. We emphasize the transition from a confrontational, cost-centric relationship with suppliers to a collaborative, value-driven partnership. The curriculum is uniquely designed to balance "hard skills," such as implementing statistical process control and designing KPIs, with the essential "soft skills" of negotiation, communication, and fostering mutual trust. Participants will not just learn how to measure supplier performance; they will learn how to improve it through targeted development programs and joint continuous improvement initiatives. The course content is deeply rooted in practical application, using real-world case studies and interactive simulations to prepare participants for the complex, dynamic challenges of managing a global supply base, ensuring they leave with actionable strategies rather than just theoretical knowledge.