Strategic Supplier Relationship and Vendor Performance Training Course



06 - 10 Dec 2026

Dubai

4800 € (Per Person)

Ref: #PSC6515_207072

Course Introduction / Overview:

In today's interconnected global economy, the transition from tactical purchasing to strategic supplier relationship management is no longer an option but a critical necessity for organizational success. This course provides a comprehensive framework for developing and managing robust, value-driven relationships with suppliers. We will explore how to move beyond simple cost-cutting and transactional interactions to build collaborative partnerships that drive innovation, mitigate risk, and create sustainable competitive advantages. Drawing upon foundational concepts from experts like Arjan van Weele, author of "Purchasing and Supply Chain Management," this program delves into the practical application of strategic sourcing, vendor performance evaluation, and risk management. Participants will learn to segment their supplier base, develop tailored engagement strategies, and implement effective performance metrics. BIG BEN Training Center has designed this immersive experience to equip professionals with the skills to transform their supply chain into a powerful engine for growth, ensuring resilience and long-term value creation for their organization.

Target Audience / This training course is suitable for:

- Procurement Managers and Officers.
- Supply Chain and Logistics Professionals.
- Vendor and Supplier Relationship Managers.
- Contract Administrators and Managers.
- Sourcing and Category Managers.
- Operations Managers.
- Project Managers involved in procurement activities.
- Finance professionals overseeing procurement spend.
- Quality Assurance and Compliance Officers.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Retail and Consumer Goods.
- Information Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Construction and Engineering.
- Oil and Gas and Energy sectors.
- Logistics and Transportation.
- Banking and Financial Services.
- Governmental bodies and public sector organizations.
- Hospitality and Service industries.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Supply Chain Management Department.
- Operations and Production Department.
- Finance and Accounts Department.
- Contracts and Legal Department.
- Project Management Office (PMO).
- Quality Assurance and Control Department.
- Strategic Planning Department.
- Risk Management and Compliance Department.

Course Offerings:

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

- Develop a comprehensive Supplier Relationship Management (SRM) strategy.
- Implement effective supplier segmentation models like the Kraljic Matrix.
- Design and utilize robust vendor performance scorecards and KPIs.
- Master negotiation techniques for building collaborative, long-term partnerships.
- Identify, assess, and mitigate potential supplier-related risks.
- Enhance supplier collaboration to drive innovation and continuous improvement.
- Manage the entire supplier lifecycle from onboarding to offboarding.
- Align procurement objectives with overall corporate strategy.
- Conduct effective supplier audits and performance review meetings.
- Leverage technology to streamline vendor management processes.

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. We move beyond traditional lecture-based formats to create a dynamic learning environment. The course heavily relies on real-world case studies, allowing participants to analyze complex supplier scenarios and develop strategic solutions. Group discussions and collaborative workshops encourage the sharing of diverse experiences and perspectives, fostering a deeper understanding of the subject matter. Interactive exercises, such as role-playing supplier negotiations and developing vendor scorecards, provide hands-on experience with key tools and techniques. Our expert facilitators guide participants through each module, providing personalized feedback and encouraging critical thinking. The program structure ensures a balanced blend of theoretical knowledge and practical application, empowering attendees with the confidence and competence to transform their organization's supplier management practices.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Supplier Relationship Management

- The evolution from traditional purchasing to strategic SRM.
- Core principles and objectives of a successful SRM program.
- The strategic importance of SRM in modern supply chains.
- Identifying key stakeholders and their roles in the SRM process.
- Understanding the total cost of ownership (TCO) beyond the purchase price.
- The link between SRM, profitability, and competitive advantage.
- Case study analysis of successful SRM implementation.

Unit Two: Supplier Segmentation and Strategy Development

- Introduction to the Kraljic Matrix for portfolio analysis.
- Segmenting the supplier base into strategic, leverage, bottleneck, and non-critical categories.
- Developing tailored relationship strategies for each supplier segment.
- Aligning supplier strategies with corporate and departmental goals.
- Techniques for supplier rationalization and consolidation.
- Building a business case for strategic supplier partnerships.
- Workshop on applying segmentation models to a sample supplier portfolio.

Unit Three: Mastering Vendor Performance Management

- Establishing clear and measurable Service Level Agreements (SLAs).
- Designing effective Key Performance Indicators (KPIs) for suppliers.
- Developing and implementing balanced vendor scorecards.
- Methodologies for collecting and analyzing supplier performance data.
- Conducting structured supplier performance review meetings.
- Techniques for providing constructive feedback and driving improvement.
- Managing underperforming suppliers and creating corrective action plans.

Unit Four: Risk Management and Building Collaborative Partnerships

- Identifying and categorizing supplier-related risks (financial, operational, reputational).
- Tools and techniques for supplier risk assessment and mitigation.
- Developing contingency plans for critical supply chain disruptions.
- The role of trust and transparency in building strong supplier relationships.
- Strategies for fostering joint innovation and value co-creation.
- Conflict resolution techniques in supplier relationships.
- Ethical considerations and sustainable procurement practices.

Unit Five: Advanced SRM, Negotiation, and Future Trends

- Advanced negotiation strategies for win-win outcomes.
- Key elements of effective contract management and compliance.
- Frameworks for supplier development and capability building.
- The role of technology and digitalization in modern SRM.
- Introduction to e-procurement and supplier management software.
- Future trends in SRM including sustainability, AI, and supply chain resilience.
- Developing a personal action plan for implementing SRM improvements.

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 a shift from adversarial negotiation to collaborative supplier partnerships create a more resilient and innovative enterprise?

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

This course distinguishes itself by moving beyond theoretical frameworks to provide a deeply practical and strategic immersion into the world of supplier management. Unlike programs that focus solely on the transactional aspects of procurement, our curriculum emphasizes the "relationship" component of SRM, teaching participants how to build collaborative partnerships that unlock mutual value and innovation. We focus on developing a strategic mindset, enabling professionals to analyze their entire supplier ecosystem through powerful tools like the Kraljic Matrix and design bespoke management strategies for different supplier segments. The course content is uniquely structured to address contemporary challenges, integrating crucial topics such as supply chain resilience, digital transformation, and sustainable procurement. Through a blend of real-world case studies, interactive workshops, and expert-led discussions, participants do not just learn what to do; they learn how to think strategically, how to influence stakeholders, and how to implement tangible changes that drive performance, mitigate risk, and secure a long-term competitive advantage for their organization.