Practical Approaches to Supply Chain Quality Management and Vendor Audits Training Course



07 - 11 Dec 2026

Lisbon

4500 € (Per Person)

Ref: #QUA5990_5613

Course Introduction / Overview:

The quality of a product or service is only as strong as its supply chain. This training course is designed to provide professionals, managers, and auditors with the frameworks and practical skills to implement supply chain quality management and conduct effective vendor audits. It goes beyond a simple focus on inbound inspection to explore the strategic principles of proactive supplier quality assurance, from vendor selection and risk assessment to performance monitoring and continuous improvement. We will explore how to build strong relationships with vendors, use data-driven decision-making to evaluate performance, and conduct audits that add genuine value. The curriculum is informed by the foundational work of global academics like Dr. W. Edwards Deming, whose work on quality improvement emphasized the critical role of suppliers in a total quality system. His principles provide a valuable lens for building collaborative relationships that are based on trust and a shared commitment to quality. This program provides a clear blueprint for turning a complex supply chain into a reliable and high-performing asset. BIG BEN Training Center is committed to empowering professionals to manage quality from end to end.

Target Audience / This training course is suitable for:

- Supply chain and logistics managers.
- Quality assurance professionals.
- Procurement and purchasing specialists.
- Internal and external auditors.
- Vendor managers.
- Operations managers.
- Compliance officers.

Target Sectors and Industries:

- Manufacturing and engineering.
- Retail and consumer goods.
- Pharmaceuticals and medical devices.
- Automotive and aerospace.
- Electronics and technology.
- Food and beverage.
- Government agencies and defense contractors.

Target Organizations Departments:

- Supply Chain Management.
- Procurement and purchasing.
- Quality Assurance.
- Operations.
- Logistics.
- Internal Audit.
- Compliance.

Course Offerings:

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

- Implement a supply chain quality management program.
- Conduct effective vendor audits and inspections.
- Develop criteria for supplier selection and qualification.
- Use data-driven decision-making to monitor supplier performance.
- Create a supplier corrective action process.
- Navigate the legal and contractual aspects of vendor management.
- Build collaborative relationships with suppliers.
- Develop a personal plan for leading quality initiatives in the supply chain.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in supply chain quality management and vendor audits. The program incorporates detailed case studies of companies that have successfully integrated quality into their supply chains, as well as those that have been hit by major disruptions due to poor supplier management. We will use interactive workshops and role-playing exercises to practice critical skills like preparing for an audit, conducting an on-site inspection, and communicating corrective action requests. The course includes a hands-on group project where participants will work together to create a full vendor audit and supplier quality plan for a fictional company. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to manage a complex supply chain.

Course Agenda (Course Units):

Unit One: Foundations of Supply Chain Quality

- The role of quality in the supply chain.
- Vendor selection and qualification.
- Supply chain risk assessment.
- The cost of poor supply chain quality.
- Building collaborative relationships with suppliers.

Unit Two: Vendor Audits and Assessments

- Types of vendor audits (e.g., on-site, remote).
- The audit lifecycle.
- Preparing a vendor audit checklist.
- Conducting a physical audit and a remote audit.
- Writing a professional audit report.

Unit Three: Supplier Performance Monitoring

- Developing quality metrics and KPIs.
- Using data-driven decision-making to monitor performance.
- The role of technology in supply chain transparency.
- Developing a supplier scorecard.
- Continuous supplier improvement.

Unit Four: Managing Corrective and Preventive Actions

- The supplier corrective action process.
- Investigating root causes of non-conformities.
- Implementing effective corrective actions.
- The role of communication and follow-up.
- Legal and contractual considerations.

Unit Five: The Future of Supply Chain Quality

- The role of AI and machine learning.
- Ethical sourcing and sustainability.
- Managing global supply chains.
- Building supply chain resilience.
- Developing a personal action plan.

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 organizations, which are often focused on cost reduction, effectively balance the need for low-cost sourcing with the critical, long-term investments in supplier quality assurance that are essential for supply chain resilience?

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

This training course is a highly specialized program that focuses on the critical, yet often overlooked, relationship between supply chain management and quality assurance. We go beyond a simple focus on logistics to provide a holistic framework for managing quality from the raw material to the final product. Our curriculum is tailored to address the specific needs of modern professionals, providing them with the frameworks to manage not just the flow of goods but also the quality of every step in the process. The course distinguishes itself by emphasizing not only the technical skills needed to conduct an audit but also the strategic and leadership skills required to build a collaborative and high-performing supply chain. By focusing on both the practical and the strategic aspects of supply chain quality, this program provides an invaluable skill set that is essential for any professional committed to a career in logistics, procurement, or quality.