Optimizing Supplier Quality and Vendor Performance Training Course



26 - 30 Oct 2026

Madrid

5900 € (Per Person)

Ref: #QUA8297_138421

Course Introduction / Overview:

In today's highly competitive global market, the quality of your final product is inextricably linked to the quality of your suppliers. Effective supplier quality management is no longer a peripheral activity but a core strategic function essential for operational excellence, customer satisfaction, and brand reputation. This intensive training course provides a comprehensive framework for establishing, managing, and continuously improving a world-class supplier quality program. Drawing on foundational principles from quality pioneers like Dr. W. Edwards Deming, whose work "Out of the Crisis" revolutionized modern quality control, this program moves beyond basic vendor assessment. Participants will delve into the entire supplier lifecycle, from initial qualification and risk assessment to performance monitoring, auditing, and strategic development. BIG BEN Training Center has designed this course to be highly practical, equipping attendees with the tools and techniques to not only measure vendor performance but to actively collaborate with suppliers to drive mutual improvement. This course is the definitive guide to transforming your supply chain from a simple cost center into a powerful competitive advantage by ensuring quality is built-in at the source.

Target Audience / This training course is suitable for:

- Procurement Managers and Specialists.
- Quality Assurance and Quality Control Professionals.
- Supply Chain and Logistics Managers.
- Vendor and Supplier Relationship Managers.
- Operations Managers and Supervisors.
- Sourcing and Commodity Managers.
- Project Managers involved in procurement.
- Compliance and Audit Professionals.
- Manufacturing and Production Engineers.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Automotive and Aerospace.
- Pharmaceuticals and Medical Devices.
- Electronics and Technology.
- Consumer Goods and Retail.
- Energy and Utilities.
- Construction and Engineering.
- Government Agencies and Public Sector Procurement.
- Food and Beverage.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Quality Assurance and Quality Control Department.
- Supply Chain Management Department.
- Operations and Production Department.
- Logistics and Warehouse Department.
- Research and Development (R&D).
- Compliance and Regulatory Affairs.
- Strategic Sourcing Department.

Course Offerings:

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

- Develop robust criteria for supplier selection, evaluation, and qualification.
- Implement effective supplier performance monitoring systems using key performance indicators (KPIs).
- Design and utilize comprehensive supplier scorecards and rating systems.
- Plan, conduct, and report on supplier quality audits and site assessments.
- Master root cause analysis and implement effective Corrective and Preventive Actions (CAPA).
- Manage supplier non-conformances and drive resolution processes.
- Develop strategic supplier relationships that foster collaboration and continuous improvement.
- Integrate risk management principles into the supplier quality framework.
- Align supplier quality objectives with overall business strategy.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to create a dynamic and engaging learning experience that bridges theory with practical application. This course moves beyond traditional lectures to foster an interactive environment where participants actively engage with the material. We utilize a blend of expert-led presentations, in-depth case studies of real-world supplier quality challenges, and collaborative group discussions to explore diverse perspectives. A significant portion of the training is dedicated to hands-on workshops and practical exercises, such as developing a supplier scorecard, simulating a supplier audit, and conducting a root cause analysis. This experiential learning approach ensures that participants not only understand the concepts but can also confidently apply them in their own work environments. Role-playing scenarios and team-based problem-solving activities will further enhance critical thinking and decision-making skills. Continuous feedback from the instructor and peers is integrated throughout the course to reinforce learning and ensure a thorough grasp of all core competencies.

Course Agenda (Course Units):

Unit One: Foundations of Supplier Quality Management

- The Strategic Importance of Supplier Quality in the Modern Supply Chain.
- Key Terminology and Concepts in Vendor Performance.
- The Total Cost of Ownership (TCO) and its Relation to Quality.
- Introduction to Quality Management Systems (e.g., ISO 9001).
- The Role of the Supplier Quality Engineer and Procurement Professional.
- Establishing a Supplier Quality Policy and Manual.
- Aligning Supplier Quality Goals with Corporate Objectives.

Unit Two: Supplier Selection, Qualification, and Onboarding

- Developing a Structured Supplier Evaluation and Selection Process.
- Creating Comprehensive Supplier Qualification Questionnaires.
- Conducting Initial Supplier Risk Assessments.
- On-Site Audits vs. Desktop Assessments for New Suppliers.
- Defining Critical Quality Requirements and Specifications.
- The Supplier Approval Process and Approved Supplier List (ASL) Management.
- Establishing Clear Service Level Agreements (SLAs) and Quality Agreements.

Unit Three: Measuring and Monitoring Vendor Performance

- Identifying Key Performance Indicators (KPIs) for Supplier Quality.
- Designing and Implementing Effective Supplier Scorecards.
- Data Collection Methods for Performance Tracking.
- Analyzing Supplier Performance Data for Trends and Insights.
- Communicating Performance Feedback to Suppliers Constructively.
- Benchmarking Supplier Performance Against Industry Standards.
- Utilizing Technology and Software for Performance Monitoring.

Unit Four: Supplier Audits, Non-Conformance, and Corrective Actions

- Planning and Preparing for a Supplier Quality Audit.
- Conducting an Effective On-Site Audit Process.
- Audit Reporting and Communicating Findings.
- Managing Supplier Non-Conformances and Deviations.
- Introduction to Root Cause Analysis Tools (e.g., 5 Whys, Fishbone Diagram).
- Implementing a Robust Corrective and Preventive Action (CAPA) System.
- Verifying the Effectiveness of Implemented Corrective Actions.

Unit Five: Strategic Supplier Development and Relationship Management

- Moving from Transactional to Collaborative Supplier Relationships.
- Fundamentals of Supplier Relationship Management (SRM).
- Developing and Implementing Supplier Improvement Plans.
- Joint Quality Planning and Continuous Improvement Initiatives.
- Managing and Mitigating Supply Chain Risks.
- Supplier Recognition and Incentive Programs.
- The Future of Supplier Quality Management and Industry 4.0.

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 in procurement with the strategic imperative of investing in long-term supplier quality and partnership?

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

This course distinguishes itself by adopting a holistic and strategic lifecycle approach to supplier quality, rather than focusing on isolated functions. While many programs may teach how to conduct an audit or create a scorecard, we integrate these tools into a broader framework of strategic partnership and continuous improvement. The curriculum is designed to shift the participant's mindset from a reactive, compliance-checking role to a proactive, collaborative one, emphasizing how to build relationships that drive mutual value. We place a strong emphasis on the "why" behind the "what," exploring the strategic impact of supplier quality on business outcomes like brand reputation, customer loyalty, and profitability. The course content is deeply practical, filled with actionable techniques and real-world case studies that illustrate both successes and failures in vendor management. Unlike purely theoretical courses, our focus is on equipping participants with the skills to return to their organizations and implement tangible improvements, fostering a culture where quality is a shared responsibility throughout the supply chain, not just a departmental objective.