Strategic Telecom Procurement and Vendor Management Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #TEL2250_147489

Course Introduction / Overview:

The telecommunications industry is characterized by rapid technological advancement, high capital expenditure, and intense competition, making strategic procurement and vendor management critical functions for success and profitability. This course provides a comprehensive framework for mastering the complexities of sourcing and managing suppliers in this dynamic sector. It moves beyond traditional purchasing tactics to instill a strategic mindset focused on value creation, risk mitigation, and fostering innovative supplier partnerships. Drawing upon principles discussed by leading academics like Arjan van Weele in his works on purchasing and supply chain management, the curriculum integrates established theories with practical, telecom-specific applications. Participants will explore the entire procurement lifecycle, from category strategy and market analysis to negotiating high-stakes contracts for network equipment and managing long-term vendor performance. BIG BEN Training Center has designed this program to equip professionals with the specialized skills needed to navigate the challenges of sourcing for 5G, IoT, and other emerging technologies, ensuring their organizations maintain a competitive edge through a world-class supply chain.

Target Audience / This training course is suitable for:

- Procurement Managers and Specialists.
- Sourcing and Category Managers.
- Vendor and Supplier Relationship Managers.
- Contract Managers and Administrators.
- Supply Chain Professionals in the telecom sector.
- Project Managers responsible for technology deployment.
- Technical Managers involved in vendor selection.
- Finance and Operations professionals overseeing procurement budgets.

Target Sectors and Industries:

- Mobile Network Operators (MNOs).
- Internet Service Providers (ISPs).
- Telecommunications Infrastructure Companies.
- Satellite Communications Providers.
- Data Center and Cloud Service Providers.
- Technology and Network Equipment Manufacturers.
- Governmental and regulatory bodies overseeing telecommunications.
- Large enterprises with significant telecom expenditures.

Target Organizations Departments:

- Procurement and Purchasing Departments.
- Supply Chain Management.
- Strategic Sourcing and Category Management.
- Contracts and Legal Departments.
- Network Operations and Engineering.
- Information Technology (IT).
- Finance and Commercial Departments.
- Project Management Office (PMO).

Course Offerings:

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

- Develop robust strategic sourcing plans tailored to the telecommunications industry.
- Master the process of creating and evaluating RFPs, RFQs, and tenders for complex telecom projects.
- Analyze and compare vendor proposals based on technical specifications and total cost of ownership.
- Negotiate favorable terms and conditions in contracts with major telecom equipment and service providers.
- Implement effective supplier relationship management (SRM) programs to drive value and innovation.
- Design and monitor telecom-specific Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Identify, assess, and mitigate risks within the telecommunications supply chain.
- Apply best practices for managing the entire contract lifecycle from award to closeout.
- Leverage procurement analytics to inform strategic decisions and optimize spending.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional role. This course moves beyond theoretical lectures to immerse attendees in real-world scenarios specific to the telecommunications industry. Learning is facilitated through a blend of expert-led presentations, in-depth case study analyses of major telecom procurement projects, and collaborative group workshops. Participants will engage in role-playing exercises simulating complex vendor negotiations and contract disputes, allowing them to practice and refine their skills in a controlled environment. Interactive sessions, Q&A panels, and peer-to-peer discussions are integral to the program, encouraging the sharing of experiences and best practices. Practical exercises, such as developing a vendor scorecard or a risk assessment matrix, ensure that the concepts learned are immediately translated into tangible tools. Continuous feedback from the instructor and peers is provided throughout the course to foster growth and ensure a comprehensive understanding of strategic vendor management and procurement.

Course Agenda (Course Units):

Unit One: The Strategic Framework for Telecom Procurement

- Introduction to the global telecommunications ecosystem.
- Unique challenges and opportunities in telecom sourcing.
- The evolution from tactical purchasing to strategic procurement.
- Developing a strategic procurement vision and mission.
- Aligning procurement goals with corporate objectives.
- Introduction to category management for key telecom spends (e.g., network, IT, services).
- Stakeholder analysis and management in a technical environment.

Unit Two: The Strategic Sourcing and Tendering Process

- Conducting in-depth market and supplier analysis for the telecom sector.
- Developing comprehensive specifications for telecom equipment and services.
- Mastering the Request for Proposal (RFP) and Request for Quotation (RFQ) process.
- Crafting effective evaluation criteria for technical and commercial proposals.
- Techniques for leading a cross-functional evaluation team.
- Best practices for tender management and communication.
- Introduction to e-procurement platforms and digital sourcing tools.

Unit Three: Advanced Vendor Management and Supplier Relationships

- The principles of Supplier Relationship Management (SRM) in telecommunications.
- Segmenting suppliers for strategic focus and resource allocation.
- Developing and implementing robust vendor performance management systems.
- Designing meaningful SLAs and KPIs for network services and equipment.
- Conducting effective supplier performance reviews and business reviews.
- Collaborative strategies for supplier development and innovation.
- Managing vendor phase-out and transition strategies smoothly.

Unit Four: Negotiation and Contract Management Mastery

- Core principles and strategies of negotiation for high-value deals.
- Preparing for negotiations with large, powerful telecom vendors.
- Techniques for negotiating price, service levels, liability, and intellectual property.
- Understanding and drafting key clauses in telecom contracts.
- Contract lifecycle management from creation to renewal or termination.
- Managing contract changes, amendments, and disputes effectively.
- Legal and regulatory compliance in telecom procurement.

Unit Five: Future-Proofing Telecom Procurement

- Managing supply chain risks including geopolitical, financial, and technological threats.
- Integrating sustainability and ethical sourcing into telecom procurement.
- The impact of digital transformation on the procurement function.
- Leveraging data analytics and business intelligence for better sourcing decisions.
- Procurement strategies for emerging technologies like 5G, IoT, and AI.
- Building a resilient and agile telecommunications supply chain.
- The future of the procurement professional in the telecom industry.

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 might the principles of strategic vendor management evolve to address the procurement challenges of next-generation technologies like 6G and quantum networking?

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

This training course distinguishes itself by its exclusive and deep focus on the telecommunications sector, a domain with unique technical complexities, high-stakes investments, and a rapidly evolving supplier landscape that generic procurement courses fail to address adequately. While other programs offer broad principles, this course provides specialized insights into sourcing for core network infrastructure, managing global technology vendors, and negotiating contracts for services governed by intricate SLAs. The curriculum is built upon practical, industry-specific case studies, allowing participants to analyze and solve real-world challenges faced by telecom operators and infrastructure providers. It moves beyond theory to equip attendees with actionable tools for every stage of the procurement lifecycle, from developing a technically sound RFP to managing long-term supplier relationships that drive innovation. The course content is forward-looking, dedicating significant time to the procurement implications of emerging technologies like 5G and IoT, ensuring participants are prepared not just for today's challenges but also for the future of the industry. This specialized, practical, and future-focused approach provides a level of depth and relevance unmatched by generalist supply chain or procurement training.