GLOBAL TRAINING INSTITUTE

Supplier Relationship Management Practitioner



GTI - Coordination Office and International Relations (Accredited Programs)

Course Description

The Supplier Relationship Management Practitioner training course focuses on enhancing the connection between organizations and their suppliers. As businesses increasingly rely on their supply partners, this course equips participants with the skills needed to cultivate suppliers into strategic partners. Through a blend of theory and practical exercises, attendees will learn how to establish effective governance, improve stakeholder engagement, and enhance communication. The course aims to create a collaborative atmosphere where suppliers are viewed as valuable assets, driving long-term mutual goals.

Who Should Attend

This course is designed for:

- Supplier Relationship Managers
- Contract Managers, Engineers, and Specialists
- Local Content Development Managers
- Procurement Managers and Coordinators
- Business Relationship Managers
- Business Unit Managers
- Anyone directly interfacing with the supply chain

Course Objectives

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

- Understand the characteristics and processes of effective Supplier Relationship Management.
- Develop strategies to engage suppliers as strategic partners.
- Measure and manage different segments within the supply chain.
- Implement tools for effective governance in supplier relationships.
- Optimize communication methods to enhance stakeholder engagement.
- Execute effective exit processes for underperforming suppliers.
- Comprehend the contract lifecycle and the role of relationship management within it.

Course Content

Understanding Supplier Dynamics

- Differentiating between internal and external suppliers.
- Recognizing the value of suppliers in the organizational ecosystem.
- Exploring the basics of contracting and service standards.

Improving Supplier Relationships

- Approaches to fostering collaborative sourcing relationships.
- Segmenting the supply chain to prioritize key suppliers.
- Strategies for becoming a 'customer of choice.'

Governance in Supplier Management

- Tools and techniques for implementing effective governance.
- Establishing service standards and performance indicators.
- Techniques for performance improvement to exceed expectations.

Stakeholder Engagement and Communication

- Methodologies for enhancing stakeholder engagement.
- Best practices for delivering clear and effective communication.
- Utilizing feedback to improve supplier relationships.

Exit Strategies for Underperforming Suppliers

- Developing effective exit processes for managing underperformance.
- Understanding the implications of supplier exit on the supply chain.
- Creating frameworks for evaluating supplier performance.