

**Successful SRM needs effective contract and performance management in place for the selected suppliers. This course selects the tools from the Smart SRM toolkit that are essential for any SRM programme.**

**Focus:** Tools and techniques for managing supplier performance

**Duration:** 1 day

**Participants:** People across the business with responsibility for managing suppliers

**Training method:** Interactive course working on specific supplier situations in breakout sessions

## Course Content

### The main topics covered in the programme:

- Supplier segmentation
- Supplier management team structure
- Governance models for supplier relationships
- Individual roles and responsibilities
- Internal & external relationship perceptions
- Contract management
- Supplier relationship models
- Supplier review meetings
- Supplier performance scorecard
- Managing conflict

## Course Benefits

### At the end of the course delegates will be able to:

- Apply a range of tools and techniques from the Future Purchasing Smart SRM toolkit
- Select the right suppliers to focus on through structured supplier segmentation
- Agree roles and responsibilities for a supplier management team
- Establish the right governance model and relationship model for a supplier
- Initiate supplier review meetings with the right attendees, agenda and frequency
- Establish an effective supplier performance scorecard to review and measure supplier KPIs