



Building Capability - Delivering Results

Presented by:

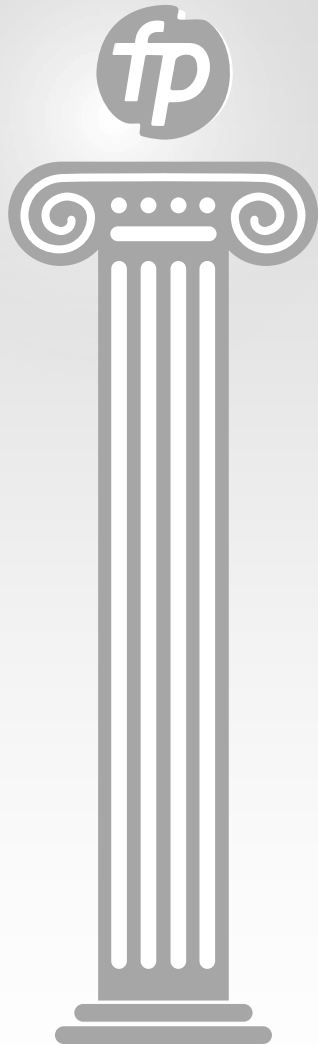
Anna Del Mar - Director,
Performance Learning
Future Purchasing

**Overview of Future Purchasing's fundamental
and advanced training workshops....**

*Our approach is simple...
we tailor exceptional
Fundamental and Advanced
procurement training master
classes to the needs of your
business & your people using the
most dynamic & inspiring
materials, methods and trainers
available.*

We have delivered the following master classes for major global clients world-wide covering 6 core topic areas of :

- ➔ **Category management**
- ➔ **Strategic negotiation**
- ➔ **Advanced procurement skills**
- ➔ **Stakeholder engagement**
- ➔ **Supplier relationship management**
- ➔ **Procurement leadership & strategy**



Section 1: Category Management Master Classes
Workshop Outlines

Section 2: Negotiation Master Classes
Workshop Outlines

Section 3: Advanced Procurement Functional Skills Master Classes
Workshop Outlines

Section 4: Stakeholder Engagement Master Class
Workshop Outlines

➔ **Section 5: Supplier Relationship Management Master Classes**
Workshop Outlines

Section 6: Leadership & Management Master Classes
Workshop Outlines

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 are:

- 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



A successful SRM programme needs full engagement from the key stakeholders across the business. This course provides delegates with an awareness of the Smart SRM toolkit covering all the key guides.

Focus:

- Awareness and understanding of the Smart SRM toolkit

Duration: 1 day

Participants:

- Stakeholders and managers responsible for suppliers

Training method:

- Content covered in workbook with group discussions and breakout sessions

Course Content

The main topics covered in the programme are:

- Smart SRM toolkit overview
- Supplier segmentation
- Roles & responsibilities
- Internal relationship perception
- Power & dependency
- Supplier key account managers
- Relationship strategy
- Performance management
- Supplier performance scorecard
- Promoting trust
- Breakthrough value creation

Course Benefits

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

- Understand the Future Purchasing Smart SRM toolkit and how to apply it with suppliers
- Select the right suppliers to focus on through structured supplier segmentation
- Agree roles and responsibilities for a supplier management team
- Develop a comprehensive relationship strategy for a major supplier
- Establish an effective supplier performance scorecard to review and measure supplier KPIs
- Understand the benefits of breakthrough value creation activities with suppliers



Engaging internal stakeholders in SRM activities is challenging and the ability to sell internally is essential. This course combines sales techniques with SRM tools to develop the essential internal selling skills.

Focus:

- Internal selling of SRM and SRM tools and techniques

Duration: 1.5 days

Participants:

- Leaders of supplier relationships and SRM team members

Training method:

- Role plays and breakouts provide hands on learning & development

Course Content

The main topics covered in the programme are:

- Overview of Smart SRM toolkit
- Supplier segmentation
- Roles and responsibilities
- Supplier relationship strategy
- Consultative selling principles
- Supplier performance scorecards
- Role play with internal stakeholder
- Role play with supplier account manager
- Gaining commitment
- Handling conflict

Course Benefits

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

- Develop a comprehensive relationship strategy for a supplier
- Select the right suppliers to focus on through structured supplier segmentation
- Use consultative selling techniques to gain internal commitment to SRM activities
- Overcome resistance from suppliers to participate in an SRM programme
- Develop a supplier performance scorecard including the main KPIs
- Understand different ways to handle conflict situations



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 & improving supplier performance

Duration: 3 days

Participants:

- Everyone 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 are:

- Annual planning
- Supplier segmentation
- Stakeholder engagement
- Supplier management team structure
- Governance models for supplier relationships
- Individual roles and responsibilities
- Internal & external relationship perceptions
- Options generation & blue sky thinking
- Contract management
- Supplier relationship models
- Supplier performance scorecards & metrics

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



Maximising the value that is captured from major suppliers delivers significant business benefits. This course covers the approaches needed internally and externally to secure value delivery from suppliers.

Focus:

- Applying the SRM process to capture supplier value

Duration: 1 day

Participants:

- Procurement professionals with responsibility for major supplier relationships

Training method:

- Interactive course using case studies and role plays to develop insights and applied knowledge

Course Content

The main topics covered through the day:

- Familiarisation with the supplier management process and materials is course pre-work
- Business context of the need to deliver additional value from suppliers as part of business strategy
- Overview of the approaches to developing supplier relationships and the need for supplier segmentation
- Case study exercises in small teams focused on developing a supplier relationship strategy
- Role play exercise to establish and agree value delivery objectives with a supplier
- Action planning for individuals & teams to apply the knowledge from the course to their suppliers

Course Benefits

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

- Understand the business need to deliver additional value from their suppliers
- Fully evaluate internal and external perceptions of the business/supplier relationship
- Apply specific tools from the process to develop and implement a supplier relationship strategy
- Establish the correct internal governance model for the supplier with clear roles and responsibilities
- Agree with a supplier the best way of focusing on the business operational and strategic objectives
- Develop a plan to identify and deliver additional value from their major suppliers



Excellence in contract management is essential for all Procurement professionals, it's a core skill. This course covers the main topics associated with developing and implementing effective contracts.

Focus:

- Developing contract skills, and how to manage contracts

Duration: 2 days

Participants:

- Procurement professionals looking to develop their capabilities

Training method:

- Interactive course using examples and specific Skanska category exercises

Course Content

The main topics covered in the programme are:

- Developing standard contract frameworks
- Selecting the right type of contract for specific supplier relationships and categories
- Implications of international trade, local laws and the need for sustainability from suppliers
- Balancing supplier performance incentives with penalties for poor performance
- Methods of escalating issues/disputes for resolution
- Ensuring contract performance throughout the supply chain to Tier 2 & Tier 3 suppliers
- Managing performance to contract through performance and operational reviews

Course Benefits

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

- Decide on the appropriate contract framework for different supplier relationships
- Understand the contractual impact of national and international laws and requirements
- Develop contracts that encourage performance improvement from suppliers
- Apply a range of issue resolution techniques to solve problems quickly and efficiently
- Ensure the business is protected from risks by aligning contractual clauses with subcontractors
- Establish a governance model for effective management of performance to contract





Future Purchasing: **+44 (0)1483 243520**

email: enquiries@futurepurchasing.com

Anna Del Mar - mobile: **+44 (0) 7786 078417**

email: adelmar@futurepurchasing.com

Evaluation:



Overall evaluation from 100 delegates was **4.7** out of **5**

– an exceptional score

Global Financial Services Company



“Actors were great, high energy and quality throughout the sessions. Engaging styles and real anecdotes. FP did a great job covering the technical side – pacy and informative, and the quality of the material was very high”

“The training brought to life a large number of issues that had been talked about but not seen. Providing challenging stakeholder scenarios and continued feedback was also very useful”

“Actors were very good. Able to visualise communication styles. Great trainers, very helpful, knowledgeable etc. Got to interact with colleagues I wouldn’t normally work with”

“Its been the best training I’ve been on”

“The use of actors has brought out a complete new dimension to the way trainings been delivered. Extremely interesting material”