



Pakistan Society for
Training & Development

Vendor Management



An organization could work with a few, dozens, or even hundreds of different businesses and individuals that provide goods and services to it and are considered its vendors. The term vendor management describes the activities included in researching and sourcing vendors, obtaining quotes with pricing, capabilities, turnaround times, quality of work, negotiating contracts, managing relationships, assigning jobs, evaluating performance, and ensuring payments. It requires a lot of skills, resources, and time. Though many business owners believe that vendor management is simply about finding the supplier with the cheapest price for a product or service, it's about more than that. It's about streamlining the process for heightened efficiencies and managing vendor relationships to ensure that the agreements made are mutually beneficial for both parties.

Objective

Put an effective vendor management processes in place, so you can properly establish service, quality, cost, and satisfaction goals and choose and manage third-party suppliers that help you achieve those business goals.

What Will You Learn?

- Procurement life cycle and its relationship to vendor management
- Three pillars of vendor management success
- Importance of carefully exchanging commitments
- Elements of contracts, statements of work (SOWs), and service level agreements (SLAs)
- Variety, function, and components of vendor agreements
- Change control procedures and governance practices
- Negotiating techniques that support productive working relationships
- Role and function of performance metrics, key performance indicators (KPIs), and vendor performance scorecards
- Managing vendor relationships as the key to success

Course Outline

Foundations

- Vendor Management Success
- Procurement Life Cycle
- Procurement Life Cycle vs. Vendor Management
- Three Pillars of Vendor Management Success
 - Commitments
 - Relationships
 - Metrics
- Vendor Selection Techniques and Considerations

Commitments

- Exchange of Commitments to Vendor Management Success
- Various Types of Vendor Agreements
- Evaluation of Bid Proposals
- Structure and Purpose of Contracts
- Creating Effective SOWs
- Contract Type in Relationship to Delivery Risk

Relationships

- Managing Vendor Relationships
- Vendor Governance Practices and Procedures
- Changing Controls Systems
- Escalation Pathways
- Negotiating in a Principles Way
- Sharing Success with Vendors
- Alternative Dispute Resolution Techniques
- General Management Skills
- Communications
- Delegation
- Motivation

Metrics

- Vendor Metrics
- Focusing on the Best Metrics not the Easy Ones to Collect
- Application of KPIs
- Role of the Responsibility Assignment Matrix (RASCI)
- Score Cards and Vendor Performance Reporting
- Balanced Score Cards
- Continuous Improvement

Risk

- Various Sources of Vendor Related Risk
- Manage Discrete Vendor Risks
- Apply Risk Minimization Guidelines

Trainer's profile:

Muhammad Shoaib Pasha

Shoaib has been a part of the Pakistan Corporate horizon for 39 years. For 34 of these 39 years, he had a versatile and diversified career in various functional, technical and general management positions predominantly with the top MNCs in the country like Corning Glass, Phillips, Glaxo, Reckitt & Colman, Reckitt Benckiser, Coca-Cola and GlaxoSmithKline. He has also been associated with two national organizations, both leaders in their fields, namely Haleeb Foods and Millat Tractors. For the last 5 years, he has been working as a Business & Management Consultant and a Corporate Trainer.

He is one of the very few business leaders in Pakistan having a sound experience of working in numerous diverse industries that manufacture products such as Glass & its derivatives, Incandescent & Tubular Lamps, Consumer Durables, Ethical & OTC Pharmaceuticals, Fast Moving Consumer Goods including Household Consumer Goods & Insecticides, Dairy Products including Liquid & Powder Milk, Cream, Yoghurt, Cheese, & Fruit Juices, Agricultural Tractors & Implements, Generators & Forklift Trucks, Carbonated and Non-carbonated Beverages, to name a few. Shoaib has worked and led all functions that are encompassed in the broader category of Technical Operations such as Projects Management, Engineering & Maintenance, Production Management, Vendor Development & Contract Manufacturing Management, Procurement, Warehousing & Logistics Management, Demand Management, Quality Management, Fully Integrated End to End Supply Chain Management and rounding it all off with General Management.

Who should attend

- Anyone who interacts with vendors, either as a manager or a user of vendor supplied services
- Project managers, program managers, supervisors, and general managers

FOR REGISTRATION DETAILS PLEASE CONTACT:

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