COURSE BROCHURE

Supplier Relationship Management

An applied course in segmenting, scoring and developing suppliers to build relationships that keep creating value for both sides long after the contract is signed.

Code	HT-SCM-105
Category	Procurement & Supply Chain
Duration	1 week
Level	Intermediate

Introduction

Procurement's work does not end at contract signature. Much of the value, or the loss, is realized over years of dealing with a supplier, yet many relationships are still run without clear standards or regular follow-up.

Objectives

- Distinguish transactional from collaborative relationships and when each fits
- Segment the supplier base on criteria that go beyond spend
- Design a supplier scorecard with clear indicators, weights and data sources
- Lead performance reviews and corrective action plans
- Build development and partnership programs with strategic suppliers

Who should attend

- Supplier relationship managers and category managers
- Buyers responsible for key suppliers
- Supplier quality engineers in manufacturing companies
- Operating department representatives who oversee contractors

Skills you will develop

- Supplier segmentation
- Supplier performance measurement
- Supplier development
- Relationship governance

Learning Outcomes

- Prepare a segmentation matrix for their organization's suppliers with an engagement model per segment
- Design a workable scorecard for a key supplier
- Run a performance review that ends in a corrective plan with named owners
- Draft a joint development plan with a strategic supplier

Course Outline

Day 1: Foundations of Supplier Relationship Management

- Transactional versus collaborative relationships
- The value of managing relationships and who plays which role
- The supplier lifecycle from qualification to exit

Day 2: Segmenting Suppliers

- Segmentation criteria from importance and risk to development potential
- The right engagement model for each segment
- How suppliers see us as a customer and the supplier preferencing model

Day 3: Measuring Supplier Performance

- Quality, delivery, cost, responsiveness, innovation and sustainability indicators
- Building the scorecard, its weights and data sources
- Regular performance review meetings

Day 4: Developing Suppliers and Fixing Shortfalls

- Corrective action plans and joint root-cause analysis
- Joint improvement projects and capability building
- Escalation and managing an exit

Day 5: Strategic Partnerships and Their Governance

- Joint business plans and early supplier involvement in design
- Relationship governance structure and communication rhythm
- Applied project: a complete relationship plan for a key supplier with its scorecard

Training methodology

Segmenting a base of forty fictional suppliers in working groups
Building a scorecard for a supplier each participant picks from their own workplace
Role-playing a performance review with a supplier who keeps delivering late
Discussing a partnership that failed for lack of governance to draw out lessons

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	19 – 23 April 2027	AR	EUR 4,800
Dubai	26 – 30 April 2027	EN	EUR 4,500
London	3 – 7 May 2027	EN	EUR 5,700
Amsterdam	10 – 14 May 2027	AR	EUR 5,500
Online	17 – 21 May 2027	EN	EUR 1,800
Istanbul	18 – 22 October 2027	EN	EUR 4,800
Dubai	25 – 29 October 2027	AR	EUR 4,500
London	1 – 5 November 2027	AR	EUR 5,700

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/supplier-relationship-management