

Programme outline

Supplier relationship management (DGC03)

Develop and maintain positive supplier relationships

Is it right for me?

This one-day course provides an understanding of the strategic importance of effective supplier relationship management (SRM) to your organisation. It will cover the growing importance of supplier relationships in terms of innovation, risk management and competitive advantage.

What will I learn?

By the end of this course you will be able to:

- Define SRM and what it means for your organisation
- Implement appropriate SRM practices during the procurement life cycle
- Develop strategies for improving and/or maintaining positive relationships
- Demonstrate skills for regularly reviewing relationships and how to take positive action

What key points will the training cover?

- Understanding the buyer-supplier relationship
- The role and attributes of an effective supplier relationship manager
- Key SRM strategies
- Collaborative working
- Conflict resolution
- Supplier development
 - Stages
 - Incentivisation

Programme

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Time:	Agenda item:
08:45	Delegate registration and refreshments
09:00	Course start Introduction and objectives Understanding buyer-supplier relationships <ul style="list-style-type: none">• Techniques• Kraljic Matrix
11:15	Refreshment break
11:30	The roles and attributes of an effective supplier relationship manager Key SRM strategies
13:00	Lunch
14:00	Collaborative working Case study
15:30	Refreshment break
15:45	Conflict resolution Supplier development Review of day
17:00	Course close