

Programme

Supplier performance – measurement and management

Ensure your suppliers are achieving and maintaining positive working behaviours

Is it right for me?

This one-day course will provide guidance on maintaining strong supplier performance, with particular focus on the measures and performance criteria by which the suppliers will be assessed. Delegates will understand how to set and get agreement for appropriate and workable targets. The course will also explore how to regularly evaluate supplier performance and how to address performance issues.

What will I learn?

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

- Understand the benefits of regular supplier performance management
- Identify and develop appropriate key performance indicators (KPIs)
- Carry out regular assessment and evaluation of suppliers using a variety of mechanisms and techniques including the use of service level agreements (SLAs)
- Develop strategies to reinforce positive working behaviours and prevent poor performance

What key points will the training cover?

- Performance management process
- Key performance indicators (KPIs)
 - Target setting
- Assessment and evaluation tools and techniques
- Service level agreements (SLAs)
 - Agreeing SLAs
 - Mechanisms for monitoring SLAs
- Performance reviews, outcomes and action plans

Programme

Supplier performance - measurement and management (MMC02)

Ensure your suppliers are achieving and maintaining positive working behaviours

Time:	Agenda item:
08:45	Delegate registration and refreshments
09:00	Course start
	Introduction
	The performance management process <ul style="list-style-type: none">• Aims of performance management• RACI framework• Contract management
11:00	Refreshment break
11:15	Key performance indicators (KPIs) and setting targets <ul style="list-style-type: none">• Benefits, use and application of KPIs• Approaches to KPI development
12:30	Lunch
13:30	Tools and techniques for assessment and evaluation <ul style="list-style-type: none">• Approaches and key statistical methods
	Service level agreements (SLAs) <ul style="list-style-type: none">• Agreeing SLAs• Monitoring SLAs
15:00	Refreshment break
15:15	Case study
	Performance reviews, outcomes and action plans
	Review of day
17:00	Course close