

Effectively Managing Supplier Relationships

Duration: 5 Days

Language: en

Course Code: PM2-117

Objective

Upon completion of this course, participants will be able to:

- Develop an understanding of the connections between suppliers, customers, and value.
- Demonstrate the practicality of managing supplier relations.
- Identify the benefits of being a supplier-focused organisation and ways to secure supplier relationships.
- Discuss how to mitigate the challenges in supplier relationship management.
- Explore ways to align your suppliers and customers effectively.

Audience

This course is intended for:

- Supply Chain Managers and Supervisors responsible for supplier management/supplier relations.
- Anyone looking to understand effective supplier management.

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review case studies to highlight key areas of importance and possible areas for faults. They will be supplied with the best tools required to carry out learning exercises to improve their skills. Participants will analyse the examples to thoroughly understand how these skills, techniques and methods apply in the workplace.

Summary

Supplier management oversees all aspects of supplier interactions to ensure maximum value for your company. This course provides an overview of managing supplier relationships, focusing on the key components of those relationships and the practicality of supplier management.

By exploring strategies to build supplier relations successfully, you will identify ways to mitigate any challenges and examine how to secure those relationships. In addition, you will look at ways to align your suppliers and customers to establish productive working flows.

Course Content & Outline

Section1: Introduction to Supplier Relationship Management

- Define the role of a supplier and describe the key aspects of supplier relationships.
- Delineate the interrelationships between suppliers, customers, and value creation.
- Describe the benefits of supplier relationship management.
- Identify barriers to successful supplier relations.
- Explore supplier context by examining attitudes and perceptions.
- Discuss the role of trust in maintaining supplier relations.
- Explore how to build customer value through supplier relationships.

Section 2: Build successful supplier relations

- Identify the key elements of being a supplier-focused organisation.
- Describe supplier-focused procedures.
- Effectively manage supplier complaints.
- Explore ways to secure supplier relationships.

Section 3: Align Your Suppliers and Customers

- Explain the Five Rights of Procurement.
- Discuss effective change management in the context of your supplier relations.
- Summarise strategies for working together in a flow.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO

29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

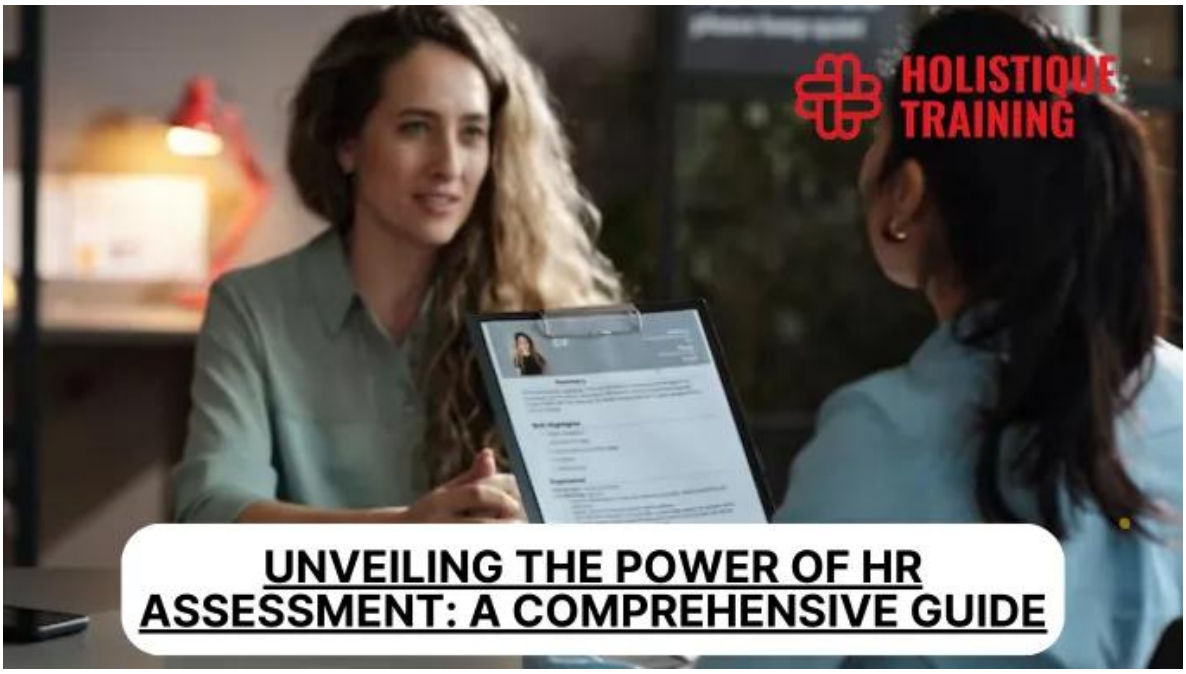
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Customer Service & Public Relations (PR), Procurement, Warehouse, Logistics & Supply Chain

Tags

Supplier, customer, Relationships, Supplier Relationship

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