

# Supplier Relationship Management



## DAY 1

- Definition, benefits and risks of SRM.
- Identifying Key Suppliers in a portfolio.
- Focusing on a Key Supplier.
- Identifying the Key Supplier business strategy.
- Analysing the buying company's attractiveness to the Key Supplier.
- Understanding personal networks among the company and the Key Supplier.
- Benchmarking several actual examples of Suppliers strategic mapping matrix and Global commodity strategic analysis.
- Workshops and cases.

## DAY 2

- Defining objectives for a Key Supplier
- Identifying the action plan to manage the Key Supplier.
- Setting up the organisation to manage the Key Supplier (Key Supplier Manager).
- Understanding the purchasing Company's maturity levels to drive and enable SRM process: from transactional process to Value chain integration.
- Benchmarking several actual examples of performance measurement: Suppliers Scorecards, Customers Satisfaction Index, Suppliers Satisfaction Index.
- From Scorecards to qualitative TCO: integrating the customers' expectations into Key suppliers management objectives through a global value measurement process.
- Workshops and cases.

## Learning Goals

Following this module, participants will be able to:

- Understand the processes and tools to implement SRM and Key Supplier Management.
- Identify the Key Suppliers in the company.
- Analyse the relationship with the Key Supplier.
- Understand the Key Suppliers strategy and its fit to the company.
- Set-up objectives to a Key Supplier.
- Identify the organisation and the process to manage key suppliers.
- Understand the benefits, risks and key success factors to implement SRM.
- Set-up a structured process to identify, to analyse and to manage Key Suppliers.
- Understand the function of a Key Supplier Manager.

## Target group

- All purchasing staff involved in the management of a Key Supplier.

## Methods and tools

- Workshops will be used to provide participants with the opportunity to apply the tools presented.
- Participants will be asked to apply the methodology to their own commodities.
- Extensive discussions among participants will facilitate a dynamic and interactive learning environment.

## Credit for



*This module can also be taken on an independent basis.*

