MERCURY

Vendor Qualification & Performance Management Training Program

20 – 24 December 2026
Online



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15521_1084598 **Date:** 20 – 24 December 2026 **Location:** Online **Fees:** 1900 Euro

Introduction:

Vendor qualification and performance management are critical components in supply chain management. Establishing a thorough vendor qualification program ensures that suppliers adhere to stipulated standards, which is crucial for maintaining a company's quality of service and product.

This one-week vendor qualification and performance management training program is meticulously designed to impart comprehensive skills and insights for participants to proficiently manage the vendor qualification process and monitor vendor performance to promote supply chain efficiency and reliability.

By incorporating these key concepts, vendor qualification and performance management training participants will emerge from the course equipped with valuable knowledge and practical tools for managing vendor qualifications and optimizing vendor performance efficiently and effectively.

Targeted Groups:

- Procurement professionals.
- Supply chain managers.
- Quality assurance personnel.
- Operations managers.
- Anyone involved in vendor management processes.

Course Objectives

At the end of this vendor qualification and performance management course, participants will be able to:

- Understand the pivotal role of vendor qualification and performance management in effective supply chain operations.
- Identify and leverage key vendor qualification criteria and management qualifications during vendor selection and evaluation.
- Implement tried-and-true strategies for the assessment and ongoing monitoring of vendor performance management.
- Foster robust communication and relationship-building techniques with vendors.
- Analyze challenges and formulate strategic responses to vendor non-compliance or subpar performance.

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Targeted Competencies:

Participants competencies in vendor qualification and performance management this training will:

- Mastery of vendor evaluation and selection processes.
- Proficiency in performance monitoring and measurement techniques.
- Effective communication and vendor relationship management.
- Strategic problem-solving and decision-making within the scope of vendor management qualifications.

Course Content:

Unit 1: Understanding Vendor Qualification Criteria:

- Understand Vendor Qualification.
- Types of vendor qualification criteria.
- Importance of vendor qualification in supply chain management.
- Regulatory Compliance.
- Compliance requirements in vendor selection.
- Ensure regulatory adherence in vendor qualification processes.

Unit 2: Vendor Evaluation Metrics:

- Performance Metrics and KPIs.
- Key performance indicators KPIs for vendor evaluation.
- Set measurable performance goals for vendors.
- Quality Assurance Standards.
- Quality control measures in vendor evaluation.
- Implement quality assurance protocols in vendor management.

Unit 3: Vendor Performance Monitoring:

- Monitor Performance Continuously.
- Establish performance monitoring systems.
- Techniques for real-time performance tracking.
- Performance Reviews and Feedback.
- Conduct periodic performance reviews with vendors.
- Provide constructive feedback for performance improvement.

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Unit 4: Vendor Relationship Management:

- Build Strong Vendor Relationships.
- Importance of collaboration and trust in vendor relationships.
- Strategies for fostering positive vendor relationships.
- Conflict Resolution.
- Identify and address conflicts in vendor relationships.
- Negotiate techniques for resolving disputes effectively.

Unit 5: Managing Vendor Non-Compliance:

- Identify Non-Compliance Issues.
- Recognize signs of vendor non-compliance.
- Assess the impact of non-compliance on supply chain operations.
- Corrective Action Plans.
- Develop and implement corrective action plans.
- Monitor the effectiveness of corrective measures.