MERCURY

Vendor Qualification & Performance Management Training Program

30 Sep - 04 Oct 2024
Rome (Italy)

Vendor Qualification & Performance Management Training Program

Ref.: 15521_313280 **Date:** 30 Sep - 04 Oct 2024 **Location:** Rome (Italy) **Fees:** 4900 **Euro**

Introduction:

Vendor qualification and performance management are crucial aspects of supply chain management. Ensuring that vendors meet certain standards and continuously perform at expected levels is essential for the success of any organization. This five-day training program aims to equip participants with the necessary knowledge and skills to effectively manage vendor qualification and performance.

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 course, the participants will be able to:

- Understand the importance of vendor qualification and performance management in supply chain operations.
- Identify key criteria for vendor selection and evaluation.
- Implement strategies for assessing and monitoring vendor performance.
- Develop effective communication and relationship-building strategies with vendors.
- Analyze and address issues related to vendor non-compliance or underperformance.

Targeted Competencies:

- Vendor evaluation and selection.
- Performance monitoring and measurement.
- Communication and relationship management.
- Problem-solving and decision-making in vendor management.

Course Content:

Unit 1: Vendor Qualification Criteria:

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

Unit 2: Vendor Evaluation Metrics:

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

Unit 3: Vendor Performance Monitoring:

- Monitoring Performance Continuously.
- Establishing performance monitoring systems.
- Techniques for real-time performance tracking.
- Performance Reviews and Feedback.
- Conducting periodic performance reviews with vendors.
- Providing constructive feedback for performance improvement.

Unit 4: Vendor Relationship Management:

- Building Strong Vendor Relationships.
- Importance of collaboration and trust in vendor relationships.
- Strategies for fostering positive vendor relationships.
- Conflict Resolution.
- Identifying and addressing conflicts in vendor relationships.
- Negotiation techniques for resolving disputes effectively.

Unit 5: Managing Vendor Non-Compliance:

- Identifying Non-Compliance Issues.
- Recognizing signs of vendor non-compliance.
- Assessing the impact of non-compliance on supply chain operations.
- Corrective Action Plans.
- Developing and implementing corrective action plans.
- Monitoring the effectiveness of corrective measures.

Registration form on the :
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