Supplier Relationship Management Master Class

Synopsis

This two-day Supplier Relationship Management Master Class aims to develop the capabilities and behavioural skills required for participants to be able to work more effectively with strategic suppliers, with the objective of delivering significantly more value from these supply relationships.

While a contract is an important and necessary foundation for any supplier relationship, an approach that focuses on process adherence and contract administration with a strategic relationship is insufficient when seeking to identify and deliver significant value above and beyond the letter of the contract. This workshop will focus on developing participants' understanding of supplier behaviours, sales strategies and collaborative relationship management activities that help to build trust and motivate the supplier to deliver more.

Objectives

The objectives of this training workshop are for participants to:

- Understand the philosophy of Supplier Relationship Management (SRM) and how it can deliver value above and beyond the negotiated benefits of the contract
- Review Strategic Supplier Management, and the key elements of a successful SRM program
- Identify which suppliers are candidates for SRM and be able to identify strategic/critical suppliers
- Take the supplier's perspective and use this understanding to develop more successful supplier relationships with critical providers
- Explore strategies to motivate suppliers to deliver more value
- Understand the different negotiation styles and the soft/people skills that are required to enable effective SRM
- Understand how to comply with probity requirements while also using SRM principles to develop more effective relationships with strategic suppliers.

Outcomes

As a result of this program participants will:

- Be able to identify strategic suppliers and identify the value they can contribute
- Use collaborative behaviours to build more effective supply relationships
- Be recognised as commercial leaders.