Internationally Certified Training Programs

KPI Institute-Certified Supplier Performance Professional

Course Introduction

The training course is designed to develop the key competencies necessary to efficiently manage and growth the suppliers' performance and optimize the relationship with buyers and other procurement stakeholders. Moreover, participants will benefit from a powerful learning experience mixing practical information delivery with well-designed practical activities and study cases, constantly stimulating the interaction between participants and knowledge sharing.

As a key differentiator, the course provided by The KPI Institute focuses on a practice-related side of suppliers' management, using a comprehensive KPIs development and monitoring framework, backed up by a ready-to-use performance toolkit.

Target Audience

Professional activating in purchasing, procurement and strategic sourcing areas:

Professionals working in departments such as procurement, logistics, retail, manufacturing and distribution or related to procurement processes, interested in improving the performance of their supplier activities and bringing strategic and sustainable value to their organizations.

Middle/lower management professionals:

Individuals such as buyers, procurement managers, but also key accountants which are involved in procurement-related planning, management, project tracking or performance

monitoring. The tools and resources offered as part of the course enable participants to immediately apply the concepts learned within their organizations.

Learning Objectives

By the end of this training course, participants will be able to:

- Develop and implement a supplier selection process;
- Use different supplier segmentation models;
- Identify risks and develop response strategies;
- Select relevant KPIs to monitor and improve your supply chain performance;
- Implement a rigorous supplier relationship strategy.

Course Outline

- **01 Day One**

  Understanding supplier performance:

  ◦ The importance of performance in managing suppliers
  ◦ Elements of performance management architecture in supplier management
  ◦ Stakeholders involved in supplier management
  ◦ Supplier performance as an organizational process

  Supplier Selection:

  ◦ Supplier selection process

◦ Suppliers selection requirements and criteria development

   ◦ Supplier selection methods & tools

   ◦ Supplier evaluation

   ◦ Success factors in supplier selection process

• **02 Day Two**

   Supplier relationship design:

   ◦ Key elements of purchasing –procurement – strategic sourcing

   ◦ Strategic sourcing approach of suppliers

   ◦ Supplier panel development and management

   ◦ Supplier segmentation models

   Supplier contracting:

   ◦ Challenges in drafting contracts

   ◦ Risk identification in the contracting process

   ◦ Positioning strategies when negotiating with suppliers

   ◦ Contract management: key tasks and responsibilities

   ◦ Steps to set up successful contracts

• **03 Day Three**

   Performance Through Service Level Agreements (SLAs):

   ◦ SLA success factors (service and management)
   ◦ Building the SLA based on company's competitive advantage

   Sourcing KPIs to generate suppliers' performance:

   ◦ Definition and usability of KPIs

   ◦ KPIs and metrics selection

   ◦ KPI selection sources

   ◦ KPI selection techniques

   ◦ KPI target setting

   ◦ KPI documentation as a key success factor

• **04 Day Four**

Supplier Performance Monitoring:

◦ Scorecard and Dashboards development process
◦ Setting objectives and clusters for a supplier scorecard

Supplier Relationship Management:

◦ The reasons for supplier performance management
◦ Challenges in SRM: cost of poor quality
◦ Collaborative approach in developing strategic partnerships
◦ SRM Governance
◦ Assessing the SRM maturity level of an organization

• **05 Day Five**

Supplier performance evaluation:

◦ Internal capability for managing supplier evaluation
◦ Key aspects of supplier performance evaluation
◦ Performance evaluation criteria development
◦ Evaluation methods
◦ Managing non-conformances
◦ Supplier performance reviews

Risks and communication management with suppliers:

◦ Risk management process
◦ Risk analysis
◦ Key Risk Indicators
◦ Risk intervention plans
◦ Supplier communication framework

Review and Q&A:

◦ Course review
◦ Q&A

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 30, 2025	July 4, 2025	5 days	1500.00 $	Virtual - Online
Dec. 1, 2025	Dec. 5, 2025	5 days	1500.00 $	Virtual - Online