



Procurement & Supply Chain Operations

# Supplier Performance Management

## Course Introduction

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Strong supplier performance is key to ensuring timely deliveries, consistent quality, and cost efficiency in the supply chain. Monitoring and managing supplier performance helps organizations build reliable partnerships and reduce operational risks.

This course teaches participants how to establish performance metrics, evaluate supplier capabilities, and develop collaborative improvement plans. Participants will learn tools for scorecard creation, risk assessment, contract alignment, and continuous improvement in supplier relationships.

### Training Course Methodology

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use sessions, exercises, and case applications, and presentation about proven-by-practice methods, new insights and ideas about the topic and its effects in a corporate world

## Target Audience

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- Procurement Professionals
- Supply Chain Managers
- Vendor Managers
- Quality Assurance Teams
- Operations Managers
- Contract Managers
- Business Analysts
- Project Managers

- Logistics Managers

## Learning Objectives

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- Understand the strategic importance of supplier performance management.
- Define and apply performance metrics tailored to supplier roles.
- Evaluate supplier capabilities and identify performance risks.
- Develop supplier scorecards, dashboards, and reporting systems.
- Facilitate corrective actions and improvement plans collaboratively.
- Strengthen supplier engagement through structured feedback and governance.

## Course Outline

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### • DAY 01

#### Foundations of Supplier Performance

- Overview of supplier performance management
- Benefits of structured performance systems
- Defining supplier roles, expectations, and service levels
- Supplier segmentation and strategic value mapping
- Key Performance Indicators (KPIs) for different supplier categories
- Creating supplier scorecards and evaluation frameworks
- Data collection and communication strategies

### • Day 02

#### Evaluation, Monitoring & Risk Management

- Scorecard implementation and performance tracking tools
- Conducting supplier evaluations: methods and frequency
- Supplier audits and reporting practices
- Common supplier performance challenges
- Identifying and mitigating supplier risks (financial, operational, compliance)

- Aligning performance with contract terms and SLAs
  - Using dashboards for real-time supplier performance monitoring
- **Day 03**

**Improvement Strategies & Relationship Development**

- Root cause analysis for underperformance
- Designing and executing supplier improvement plans
- Joint performance reviews and feedback loops
- Developing collaborative relationships and trust
- Supplier development and innovation partnerships
- Legal and ethical considerations in performance enforcement
- Case study: Supplier recovery and strategic re-alignment

**Confirmed Sessions**

FROM	TO	DURATION	FEES	LOCATION
July 28, 2025	July 30, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
Oct. 27, 2025	Oct. 29, 2025	3 days	3250.00 \$	UAE - Dubai