Procurement & Supply Chain Operations

Best Practices in Managing Vendors and Tenants

Course Introduction

endor and tenant management are essential components of operations for organizations engaged in property, facilities, or service-based businesses. Proper oversight helps ensure performance standards, legal obligations, and stakeholder satisfaction are maintained while minimizing potential conflicts and inefficiencies.

This course equips participants with a comprehensive approach to managing both vendors and tenants—from selection and onboarding to monitoring, communication, dispute resolution, and continuous improvement. Participants will gain practical skills and tools to enhance stakeholder engagement and uphold compliance within dynamic business environments.

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

- Property Managers

- Facilities Managers

- Operations Managers

- Procurement and Contract Managers

- Real Estate Professionals

Learning Objectives

- Understand the fundamentals and strategic role of vendor and tenant management.
- Apply best practices in vendor selection, onboarding, and performance evaluation.
- Develop effective communication, relationship, and negotiation skills.
- Ensure contract compliance, SLA adherence, and timely service delivery.
- Resolve conflicts and disputes using structured approaches.
- Foster long-term partnerships that add value to the organization.

Course Outline

- **DAY 01**

  Vendor Management Essentials

  - Understanding vendor roles and value
  - Vendor qualification and selection criteria
  - Vendor onboarding: documents, compliance, and timelines
  - Drafting and managing Service Level Agreements (SLAs)
  - Vendor performance metrics and scorecards
  - Managing payments, billing disputes, and penalties
  - Risk management and vendor continuity planning

- **Day 02**

  Tenant Management and Operational Coordination

  - Introduction to tenant types and expectations
  - Reviewing and drafting tenancy agreements
  - Legal rights and responsibilities of tenants and landlords
  - Tenant communication protocols and channels
  - Conflict prevention and management strategies
  - Maintenance responsibilities and coordination
  - Addressing complaints and service requests efficiently

- **Day 03**

Integration, Compliance, and Dispute Resolution

- ◦ Integrating vendor and tenant processes with business goals
- ◦ Managing compliance: legal, financial, and regulatory
- ◦ Tools for tracking performance and service quality
- ◦ Effective negotiation techniques and dispute resolution
- ◦ Leveraging digital platforms for vendor/tenant communication
- ◦ Case study: End-to-end vendor/tenant management workflow
- ◦ Action planning and wrap-up: building long-term relationships

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 28, 2025	July 30, 2025	3 days	3250.00 $	UAE - Abu Dhabi
Nov. 3, 2025	Nov. 5, 2025	3 days	3250.00 $	UAE - Dubai
Sept. 29, 2025	Oct. 1, 2025	3 days	3250.00 $	UAE - Abu Dhabi