



Consulting and Training | Reach New Heights

Course Name

KPI Institute-Certified Supplier Performance Professional

Sector Name

Internationally Certified Training Programs

Document Type

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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.

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Target Audience

Professional experience in purchasing, procurement, and strategic sourcing areas:

Professionals working in departments such as procurement, logistics, retail, manufacturing, and distribution, or related to procurement processes, are 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, and key accountants who 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.

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Learning Objectives

- ✓ 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.

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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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Course Outline

✓ **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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 22, 2026	June 26, 2026	5 days	4250.00 \$	UAE , Dubai
Aug. 3, 2026	Aug. 7, 2026	5 days	4950.00 \$	England , London
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Dubai
Dec. 7, 2026	Dec. 11, 2026	5 days	2150.00 \$	Virtual , Online

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