



Consulting and Training | Reach New Heights

Course Name

Supplier Performance Management

Sector Name

Procurement & Supply Chain Operations

Document Type

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Supplier Performance Management

Course Introduction

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 a presentation about proven-by-practice methods, new insights, and ideas about the topic and its effects in the corporate world



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Supplier Performance Management

Target Audience

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

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Learning Objectives

- ✓ 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.

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Supplier Performance Management

Course Outline

✓ 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

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Supplier Performance Management

Course Outline

✓ 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

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Supplier Performance Management

Course Outline

✓ 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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 7, 2027	June 9, 2027	3 days	3950.00 \$	England , London
Jan. 17, 2027	Jan. 19, 2027	3 days	3250.00 \$	KSA , Riyadh
Aug. 9, 2027	Aug. 11, 2027	3 days	3250.00 \$	UAE , Abu Dhabi
Nov. 2, 2026	Nov. 4, 2026	3 days	3250.00 \$	UAE , Dubai

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