



Consulting and Training | Reach New Heights

Course Name

Strategic Vendor Relationship Management

Sector Name

Procurement & Supply Chain Operations

Document Type

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Strategic Vendor Relationship Management

Course Introduction

In an era of globalization, digital disruption, and heightened competition, organizations depend heavily on vendors and suppliers not just for products and services but for strategic value creation.

Vendor relationship management has evolved from a purely operational function into a critical driver of organizational performance, resilience, and innovation.

This training program focuses on developing the skills and frameworks required to transition from transactional supplier oversight to long-term, trust-based partnerships that deliver measurable business value.

Through advanced concepts, case studies, and global best practices, participants will learn how to align vendor strategies with corporate goals, design performance-driven agreements, foster collaboration, manage risks, and leverage technology to maximize supplier contributions.

By the end of this program, participants will have the confidence and capability to transform vendors into strategic partners who help shape business success.

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Strategic Vendor Relationship Management

Target Audience

- ✓ Procurement and supply chain professionals responsible for vendor management.
- ✓ Contract managers, category managers, and sourcing specialists.
- ✓ Business unit leaders working with critical vendors and service providers.
- ✓ Executives aiming to strengthen governance and performance of supplier networks.

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Strategic Vendor Relationship Management

Learning Objectives

- ✓ Understand the evolution and strategic role of vendor relationship management.
- ✓ Apply frameworks to classify, evaluate, and segment vendor portfolios.
- ✓ Design governance structures and performance metrics for vendor oversight.
- ✓ Build collaborative relationships that drive shared innovation and growth.
- ✓ Align vendor partnerships with organizational sustainability and resilience goals.
- ✓ Identify and mitigate risks in vendor networks.

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Strategic Vendor Relationship Management

Course Outline

✓ DAY 01

Foundations of Strategic Vendor Management

- ✓ Evolution from procurement to strategic vendor management.
- ✓ The role of vendors in organizational competitiveness.
- ✓ Principles of vendor segmentation and classification.
- ✓ Identifying strategic, tactical, and operational vendors.
- ✓ Creating a vendor management framework.
- ✓ Understanding cultural and geographical considerations.
- ✓ Aligning vendor strategy with corporate objectives.

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Course Outline

✓ Day 02

Vendor Evaluation and Performance Measurement

- ✓ Criteria for vendor selection and qualification.
- ✓ Building a structured vendor evaluation process.
- ✓ Financial health and stability assessment.
- ✓ Quality, delivery, and compliance metrics.
- ✓ Developing Service Level Agreements (SLAs).
- ✓ Vendor scorecards and balanced scorecard approach.
- ✓ Continuous performance monitoring systems.
- ✓ Benchmarking vendors against industry leaders.
- ✓ Corrective action plans for underperformance.

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Course Outline

✓ Day 03

Building Collaborative Partnerships

- ✓ Moving from oversight to partnership.
- ✓ Negotiating win-win vendor agreements.
- ✓ Trust-building and transparency principles.
- ✓ Co-innovation and joint product development with vendors.
- ✓ Communication frameworks for effective collaboration.
- ✓ Conflict resolution and dispute management.
- ✓ Vendor development programs.
- ✓ Governance committees for strategic vendors.

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Course Outline

✓ Day 04

Integration and Implementation Excellence

- ✓ Defining roles and responsibilities across procurement, finance, and operations.
- ✓ Integrating vendor strategies with enterprise-wide goals.
- ✓ Designing reporting lines and escalation protocols.
- ✓ Embedding compliance and ethical standards in vendor management.
- ✓ Developing communication and change management strategies for vendor integration.
- ✓ Creating an implementation roadmap for sustainable vendor relationship management.

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Course Outline

✓ Day 05

Risk Management in Vendor Relationships

- ✓ Identifying risks in vendor networks.
- ✓ Third-party and multi-tier supply chain risks.
- ✓ Regulatory and compliance risks.
- ✓ Cybersecurity and data-sharing concerns with vendors.
- ✓ Business continuity and disaster recovery in supply chains.
- ✓ Risk-sharing contract models.
- ✓ Tools and methodologies for vendor risk assessment.
- ✓ Using predictive analytics for risk monitoring.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Dubai
April 5, 2027	April 9, 2027	5 days	4250.00 \$	UAE , Dubai
June 7, 2027	June 11, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Sept. 7, 2026	Sept. 11, 2026	5 days	4950.00 \$	Austria , Vienna

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