



Consulting and Training | Reach New Heights

Course Name

Vendor Management & Performance Evaluation

Sector Name

Procurement & Supply Chain Operations

Document Type

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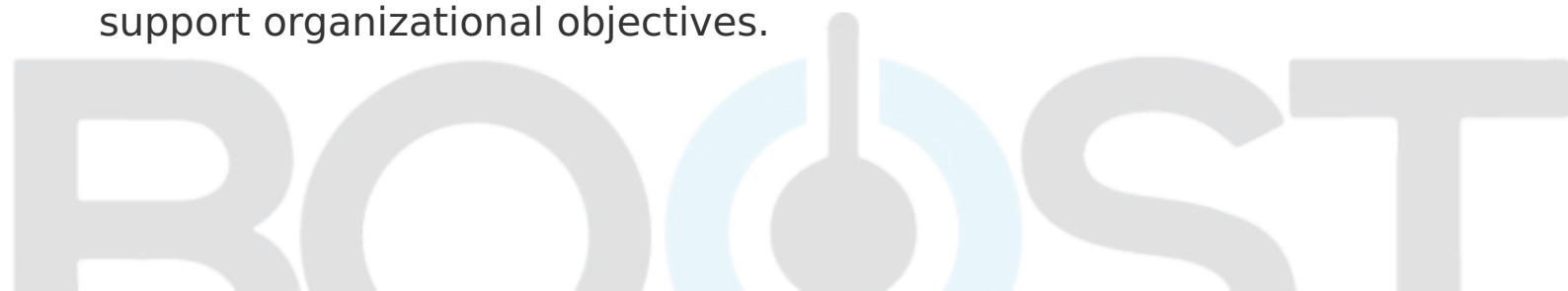


Vendor Management & Performance Evaluation

Course Introduction

Effective vendor management is no longer limited to selecting suppliers and monitoring contracts—it has become a strategic function that directly impacts operational efficiency, service quality, cost optimization, and organizational resilience. Organizations depend on vendors and service providers to deliver critical products and services, making it essential to establish structured processes for vendor selection, relationship management, performance evaluation, risk mitigation, and continuous improvement. A well-managed vendor ecosystem strengthens supply continuity, enhances accountability, and creates long-term business value.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to effectively manage vendor relationships and evaluate supplier performance. Participants will learn how to develop vendor management frameworks, assess supplier capabilities, establish performance measurement systems, manage vendor risks, improve supplier collaboration, and build sustainable partnerships that support organizational objectives.



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Target Audience

- ✓ Procurement and Contracts Professionals
- ✓ Vendor Management Specialists
- ✓ Contract Administrators
- ✓ Supply Chain Professionals
- ✓ General Services and Facilities Managers
- ✓ Professionals responsible for supplier and service provider management

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Learning Objectives

- ✓ Understand the principles and strategic importance of vendor management.
- ✓ Develop structured processes for vendor selection, onboarding, and relationship management.
- ✓ Design effective vendor performance evaluation systems using measurable criteria.
- ✓ Identify and mitigate supplier-related risks throughout the vendor lifecycle.
- ✓ Strengthen collaboration and communication with vendors to improve service quality.
- ✓ Develop governance frameworks that support sustainable vendor performance and long-term partnerships.

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Course Outline

✓ Day 01

Establishing a High-Performance Vendor Network

Vendor Management Fundamentals

- ✓ Strategic role of vendors in organizational success
- ✓ Vendor lifecycle and relationship models
- ✓ Building a vendor management framework

Vendor Segmentation

- ✓ Classifying strategic and operational vendors
- ✓ Supplier portfolio analysis
- ✓ Defining vendor management priorities

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Course Outline

✓ Day 02

Vendor Selection & Supplier Qualification

Selecting the Right Vendors

- ✓ Supplier sourcing strategies
- ✓ Vendor evaluation and qualification criteria
- ✓ Due diligence and capability assessment

Vendor Onboarding

- ✓ Vendor registration processes
- ✓ Service expectations and performance requirements
- ✓ Building productive supplier relationships from day one

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Course Outline

✓ Day 03

Managing Vendor Performance

Performance Measurement Systems

- ✓ Developing vendor scorecards
- ✓ Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- ✓ Monitoring operational and service performance

Performance Review & Improvement

- ✓ Conducting vendor performance reviews
- ✓ Performance feedback and corrective action plans
- ✓ Managing underperforming vendors

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Course Outline

✓ Day 04

Vendor Risk & Relationship Management

Managing Vendor Risks

- ✓ Identifying operational, financial, and compliance risks
- ✓ Business continuity and supplier resilience
- ✓ Managing contract-related risks

Strategic Vendor Relationships

- ✓ Supplier collaboration and innovation
- ✓ Negotiation and conflict resolution
- ✓ Developing long-term strategic partnerships

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Course Outline

✓ Day 05

Vendor Governance & Future Supplier Excellence

Vendor Governance Framework

- ✓ Vendor governance structures
- ✓ Compliance monitoring and ethical supplier management
- ✓ Vendor audits and continuous assurance

Building a Future-Ready Vendor Strategy

- ✓ Digital vendor management platforms
- ✓ Artificial Intelligence and predictive supplier analytics
- ✓ Developing a strategic vendor performance improvement roadmap

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 23, 2027	Aug. 27, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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