



## Supplier Relationship Management - SC-63

### COURSE

#### About the Course

Continuous improvement in all aspects of the supply chain is necessary to remain competitive in today's global economy. The traditional adversarial relationship and transactional focus of buyers and suppliers cannot meet this demand for continuous improvement in lead-time, quality, and overall supplier performance. As a result, significant changes are occurring in the philosophies and approaches that define the relationship between purchasers and sellers in world-class organizations. Simply put, Supplier Relationship Management (SRM) and collaboration provide an organizational focus on communicating with suppliers on the many steps of the Supply Management process. This focus reduces the lead-time and total cost of acquisition, transportation, administration, and possession of goods and services for the benefit of both the buyer and seller, and as a result, provides a competitive advantage and improved profits.

#### Target Audience

Managers and professionals involved in purchasing, projects, contracts, supply management, operations, maintenance, engineering, quality, and other activities that expose them to dealings with suppliers for goods, equipment, and services in the oil and gas industry.

#### You Will Learn

- The Supplier Relationship Management Maturity Model
- Importance of SRM in continuous improvement
- Critical steps in developing trust with suppliers
- Supplier segmentation models
- 8 Step Strategic Alliance Development
- The difference between SRM and collaboration
- Best practices in managing supplier relations
- Key elements in improving the supplier relationship
- Best practices in supplier qualification, measurement, and recognition
- The importance of reengineering in SRM
- Supplier risk management process

#### Course Content

- The organizational challenge

- Defining the supply management mission and vision
- Critical supply strategies
- Defining Supplier Relationship Management (SRM)
- The SRM Maturity Model
- Major components of SRM
- Defining levels of the organization's SRM Maturity
- The critical ABC analysis
- Commodity and service coding
- Segmentation of the supplier base
- Defining the alliance
- The alliance process
- Success factors and barriers to alliances
- Focusing on high value activities
- Reengineering
- Detailed mapping of processes
- Be on the Look Out List
- Developing the skills and defining the organization's mission in building supplier relationship
- Best practices for managing supplier relations
- A survey for letting the supplier rate you
- Maintaining good supplier performance
- Who and what to measure
- Monitoring supplier performance
- Developing and maintaining a supplier performance index
- Supplier recognition and expectations
- Supply Risk and trends leading to greater risk
- Typical risk management process

## Product Details

Categories: Upstream

Disciplines: Energy Business Procurement/Supply Chain Management

Levels: Intermediate

Product Type: Course

Formats Available: In-Classroom

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