

SSM 27 - VENDOR ASSESSMENT AND RATING

Vendor selection can be daunting. This short programme is aimed at addressing issues and criteria to be considered when selecting vendors and suppliers. Vendor selection is the starting point for establishing business relationships and strengthening the quality of service for all.

WHO SHOULD ATTEND?

This course is aimed for anyone who has some responsibility in selecting suppliers and vendors to the organisation for goods and services.

PROGRAMME CONTENTS

Session 1 – The basics of vendor selection

- Assess the organisation's requirements and apply these details as a checklist
- Consider costs, technical and service requirements
- Take informed decisions: ask your staff to help in the decision process.
- Prepare for vendor demonstrations with detailed questions and requirements.
- Take advantage of trials and test-run offers.

Session 2 – Initial financing and Vendor Selection

Financing Issues

- Purchasing or leasing?
- Set-up costs and set-up needs
- Ongoing needs and expenses
- Functionality and usability

Vendor Selection

- Coverage, Discounts and Special Offers
- Fulfillment and Shipping
- Ease of Ordering
- Customer Service of Vendors

Session 3 – Vendor Evaluation

- When to evaluate (pilot project, ongoing, contract)
- FAQs for evaluating vendor services
- Data Collection for future vendor selection