

SSM 28 – MONITORING AND BENCHMARKING SUPPLIERS

The term 'benchmarking' is frequently used but rarely explained. Briefly, it involves comparing and contrasting the attributes and performance of different organisations. In terms of supplier benchmarking, it means evaluating the quality of products and/or services supplied to us from different suppliers.

Supplier benchmarking is an integral part of a procurement strategy. The goal is to improve upon existing performance and to avoid any perceived risk of future problems.

WHO SHOULD ATTEND?

This programme is intended for buyers of all types of materials, equipment and services who seek to strengthen their personal abilities as well as the performance of their purchasing department.

COURSE CONTENTS

Session 1 – Benchmarking Processes

Introduction
Close and open ended questions
Evaluating business processes
Evaluating subjective measures of performance

Session 2 - Internal benchmarking

Comparing similar function within or between organisations
Sharing ideas and best practices
The introverted approach to management
Shortcomings of internal benchmarking

Session 3 – Competitive benchmarking

Comparing performance against direct external competitors
Industry and functional benchmarking
Concentrate on specific functions

Session 4 – Generic or process benchmarking

Investigating operations
Assess long-term reliability
Integrating results into strategic planning processes

Session 5 – Questions for supplier benchmarking

Public information available
Evaluating the supplier's customer service approach
Setting criteria for supplier benchmarking
Offer feedback to suppliers
Case Study