

SSM 33 – MANAGING RELATIONSHIPS WITH SUPPLIERS

Supplier relationship management is a comprehensive approach to managing an enterprise's interactions with the organizations that supply the goods and services it uses. The goal of supplier relationship management (SRM) is to streamline and make more effective the processes between an enterprise and its suppliers just as customer relationship management (CRM) is intended to streamline and make more

SRM includes both business practices and software and is part of the information flow component of supply chain management (SCM). SRM practices create a common frame of reference to enable effective communication between an enterprise and suppliers who may use quite different business practices and terminology. As a result, SRM increases the efficiency of processes associated with acquiring goods and services, managing inventory, and processing materials.

WHO SHOULD ATTEND?

This course is aimed at anyone involved in purchasing and procurement and deals directly with suppliers in his/her role.

COURSE CONTENTS

Session 1 – The 'Relationship' approach

- Flexibility
- Responsiveness
- Enhanced service levels
- Greater added value for both parties
- Quality data is the key
- Towards strategic purchasing

Session 2 – 'Managed' relationships

- KPIs for Performance Management
- Establish common criteria for evaluation
- Communicate with suppliers the SRM policy
- Tools for implementing SRM

Session 3 – Known benefits of SRM

- Network visibility
- A prerequisite for complete and accurate data
- Greater value creation
- Informed sourcing strategies
- Merging SRM into procurement functions