



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Managing Vendor Qualification, Performance & Contract Compliance

Code	City	Hotel	Start	End	Price	Language - Hours
CO-651	Zagreb (Croatia)	Hotel Meeting	2027-02-08	2027-02-12	4950 €	En - 25

## Introduction

Are we doing the right things? In spite of all our efforts, deliveries are late, over budget and below performance. The way that we approach our procurement has a marked effect on the end result; therefore we have to ensure we use the right processes and criteria to select our suppliers.

This seminar will use the system approach to demonstrate the optimal method in vendor qualification, enhance performance and ensure contract compliance.

### **This fast paced seminar provides both strategic and tactical insights into:**

- Casting the net wide enough to ensure an adequate number of suppliers to select from
- Selecting only the best suppliers to participate
- How to measure their performance objectively
- To ensure that they perform according to expectations

## Objectives

### **Participants attending the program will:**

- Benefit from learning from a seasoned practitioner
- Hearing the practices and experiences of others



- Cover the vital steps in a proper supplier evaluation
- Matching customer requirement with the correct supplier segmentation
- Develop meaningful performance measures
- Learn how to use those performance results for continuous improvement

## **Training Methodology**

Participants will increase their competencies through a variety of instructional methods including lecture by an experienced practitioner and consultant, individual and team exercises, and group discussions covering the many topics presented in the programme.

## **Organisational Impact**

### **Your organization will benefit by:**

- Your suppliers will be able to deliver on time
- Higher customer satisfaction
- Reduced friction cost
- Less inventory
- Reduced total cost

## **Personal Impact**

- Increased job satisfaction
- Reduced stress levels
- Improved customer relations
- Less time spent in meetings and more productive hours on the job

## **Who Should Attend?**

- Contracts, Procurement and Project personnel



- Engineering, Operational, Quality and Maintenance personnel
- And all others who are involved in interfacing with contractors or suppliers in the acquisition of materials, equipment, parts and services or anyone who wants to improve supplier performance and gain successful outcomes from contracting situations

## **SEMINAR OUTLINE**

### **DAY 1**

#### **Vendor Qualification: Compiling an Approved Supplier List**

- Determining the goals and objectives of Procurement
- Formulating a proper Procurement strategy
- Involving the end-user in determining the required technologies
- Developing an approved supplier list based on the required technologies
- Compiling supplier selection criteria
- Forming commodity teams to evaluate and provide supply solutions

### **DAY 2**

#### **Supplier Assessment**

- Supplier initial questionnaire
- Detailed supplier investigation
- Quality management systems
- Performing a supplier assessment
- Process capability studies
- Certification of suppliers
- ISO Certification



- Setting acceptance criteria
- Engaging the supplier during the tender process

## **DAY 3**

### **Supplier Performance - What to Measure?**

- Carrot or stick?
- Setting of objective that are aligned with the goals of the company
- Characteristics of a good performance measurement system
- Developing a supplier performance system
- Sources of data
- Common mistakes in data recording
- Implementing the system

## **DAY 4**

### **Supplier Performance - Interpreting the results**

- Rating the individual supplier
- Ranking your suppliers
- Disseminating the results: what to do and what not to do
- Rewarding good behaviour
- Supplier recognition
- Punishing bad behaviour
- Corrective Action Procedures

## **DAY 5**

### **Remedies for breach of contract**



- What constitutes a breach?
- The different types of breaches
- The different remedies available
- Determining the quantum of damages
- Liquidated damages
- Equitable damages
- Court injunction

### **Determining the final outcomet**

- Project close-out report
- Time
- Performance/Quality
- Cost
- Lessons learnt



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant will receive comprehensive training materials, including theoretical content, practical exercises, and supporting resources, provided in both printed and digital formats. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

### **Program Timings:**

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

### **The program includes:**

- A daily Coffee Break provided during the sessions to ensure participants comfort.