



London TDM

Procurement and Supply Chain Management Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

In today's dynamic business environment, effective vendor management is critical for ensuring operational efficiency and regulatory compliance. This 5-day course on "Managing Vendor Performance and Compliance" is designed to equip professionals with the knowledge and tools needed to effectively manage vendor relationships, streamline processes, and maintain compliance with relevant laws and regulations.

Objectives

- Understand the foundations of vendor management and its importance in modern businesses.
- Learn how to develop and implement vendor performance metrics.
- Gain insights into managing contracts and ensuring vendor compliance.
- Explore best practices and tools for continuous vendor performance improvement.
- Enhance skills in risk management and dispute resolution with vendors.

Course Outlines

Day 1: Foundations of Vendor Management

- Introduction to vendor management and its role in business strategy.
- Identifying and categorizing vendors based on business needs.
- Understanding vendor lifecycle management.
- Assessing the impact of vendor relationships on business performance.
- Roles and responsibilities in vendor management.

Day 2: Developing and Implementing Vendor Performance Metrics

- Setting clear objectives and KPIs for vendor performance.
- Data collection and analysis methodologies for performance evaluation.
- Tools and techniques for monitoring vendor performance.
- Benchmarking vendor performance against industry standards.
- Feedback mechanisms and continuous improvement processes.

Day 3: Managing Contracts and Ensuring Compliance

- Key elements of effective vendor contracts.
- Ensuring legal compliance in vendor agreements.
- The role of SLAs (Service Level Agreements) in vendor management.
- Compliance monitoring and reporting frameworks.
- Addressing non-compliance and contract breaches.

Day 4: Best Practices for Vendor Performance Improvement

- Leveraging technology to enhance vendor performance management.
- Case studies on successful vendor performance improvement strategies.
- Risk assessment and management techniques.
- Building long-term, productive vendor relationships.
- Negotiation strategies and conflict resolution frameworks.

Day 5: Advanced Strategies and Risk Management

- Designing a comprehensive vendor risk management program.
- Advanced tools for vendor evaluation and selection.
- Emerging trends and innovations in vendor management.
- Global vendor management strategies and challenges.
- Workshop: Creating a Vendor Management Action Plan.