

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Supplier Performance Scorecards

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

What gets measured gets managed, including supplier performance. This course shows how to design and use supplier scorecards: selecting KPIs for quality, delivery, cost, service and sustainability, collecting data, running performance reviews, driving improvement plans and linking performance to sourcing decisions.

Without objective measurement, supplier discussions become opinion-based. You will learn to manage suppliers with facts.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Scorecard design workshops, data exercises, review meeting role plays and case studies.

Course objectives

By the end of this course, participants will be able to:
• Select balanced supplier KPIs
• Design scorecard formats and weightings
• Collect reliable performance data
• Run supplier performance reviews
• Agree improvement plans
• Use performance in sourcing decisions

Target audience

This course is suitable for:
• Procurement and supplier managers
• Category managers
• Quality managers
• Contract managers
• Operations managers



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Target competencies

Participants will develop competencies in:

- KPI design
- Data collection
- Review facilitation
- Improvement planning
- Supplier management

Course outline

Day 1: Why Measure Suppliers

09:00–10:08	Supplier performance management
10:08–11:00	Benefits
11:00–11:30	**Coffee break**
11:30–11:45	Benefits (continued)
11:45–12:53	Pitfalls
12:53–14:00	Exercise

Day 2: Choosing KPIs

09:00–10:08	Quality, delivery and cost
10:08–11:00	Service and sustainability
11:00–11:30	**Coffee break**
11:30–11:45	Service and sustainability (continued)
11:45–12:53	Weightings
12:53–14:00	Workshop

Day 3: Data

09:00–10:08	Data sources
10:08–11:00	Validation
11:00–11:30	**Coffee break**



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11:30–11:45	Validation (continued)
11:45–12:53	Supplier self-reporting
12:53–14:00	Exercise

Day 4: Reviews

09:00–10:08	Review meetings
10:08–11:00	Difficult conversations
11:00–11:30	**Coffee break**
11:30–11:45	Difficult conversations (continued)
11:45–12:53	Improvement plans
12:53–14:00	Role play

Day 5: Using Results

09:00–10:08	Sourcing decisions
10:08–11:00	Recognition
11:00–11:30	**Coffee break**
11:30–11:45	Recognition (continued)
11:45–12:53	Continuous improvement
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Frankfurt Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,650.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Dubai Confirmed dates	4 Jan 2027	8 Jan 2027	**€3,150.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,540.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Vienna Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,940.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Istanbul Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,650.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
London Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Dubai Confirmed dates	7 Jun 2027	11 Jun 2027	**€3,150.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**€3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,840.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,840.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,890.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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