

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Vendor Management: Performance, Selection & Contracting

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course on Vendor Management focuses on performance evaluation, selection criteria, and effective contracting strategies. Participants will develop practical skills to assess vendor capabilities, negotiate contracts, and manage vendor relationships to enhance organisational efficiency and value.

Vendor management is critical for organisations aiming to optimise their supply chain and ensure quality service delivery. Poor vendor selection and management can lead to increased costs, project delays, and compromised quality, which ultimately affect business performance and customer satisfaction. Effective vendor management enables organisations to align vendor capabilities with strategic goals, ensuring that the right vendors are selected based on comprehensive evaluations. This course addresses the need for professionals to develop skills in assessing vendor performance metrics, understanding selection frameworks, and negotiating favourable contract terms, which are essential for maintaining competitive advantage and achieving operational excellence.
Participants will engage in practical exercises that simulate real-world vendor management scenarios. They will learn to evaluate vendor performance metrics, apply selection frameworks, and draft effective contracts. Additionally, they will practice negotiation techniques and develop strategies for managing vendor relationships. By focusing on these practical capabilities, participants will be equipped to make informed decisions that align with organisational objectives. The course will also cover performance management strategies to ensure ongoing vendor accountability and relationship building, which are crucial for long-term success in vendor partnerships. This comprehensive approach prepares professionals to handle vendor-related challenges effectively.

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

The course employs a blend of interactive workshops, case studies, and role-playing exercises to enhance learning. Participants will engage in group discussions to analyse vendor performance metrics and selection criteria. Simulations will allow them to practice negotiation techniques and contract drafting, producing tangible outputs such as vendor evaluation reports and contract templates. Each day will focus on specific practical tasks, enabling participants to apply theoretical knowledge to realistic scenarios. This hands-on approach ensures that participants can immediately implement their learning in their professional roles, reinforcing their understanding of vendor management principles and practices. The integration of real-world examples will further solidify their skills in managing vendor relationships effectively.



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Course objectives

By the end of this course, participants will be able to:
• Evaluate vendor performance using established metrics and frameworks to inform decisions.
• Select appropriate vendors based on organisational needs and selection criteria developed during the course.
• Negotiate contract terms that align with business objectives and protect organisational interests.
• Draft comprehensive contracts that mitigate risks and ensure compliance with legal requirements.
• Assess vendor relationships and identify areas for improvement through performance reviews and feedback mechanisms.
• Implement performance management strategies to enhance vendor accountability and service delivery.

Target audience

This course is suitable for:
• Procurement Managers responsible for vendor selection and management.
• Supply Chain Professionals involved in sourcing and vendor relationships.
• Contract Managers tasked with drafting and negotiating contracts.
• Project Managers overseeing vendor performance in project delivery.
• Quality Assurance Specialists ensuring vendor compliance with standards.

Target competencies

Participants will develop competencies in:
• Assess vendor capabilities and performance metrics effectively.
• Develop vendor selection criteria tailored to organisational needs and project requirements.
• Negotiate effectively to achieve favourable contract terms and conditions.
• Draft clear and enforceable contracts that protect organisational interests and ensure compliance.
• Monitor vendor performance and implement improvement strategies based on evaluations.
• Foster strong vendor relationships to enhance collaboration and service delivery.

Course outline

Day 1: Understanding Vendor Management Fundamentals

Applied activity: Participants will analyse a case study of a failed vendor relationship, identifying key issues such as communication breakdowns and performance failures, and proposing solutions based on best practices learned during the course.
Output: A report outlining identified issues, proposed solutions, and a plan for improved vendor management.



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09:00–09:54	Define vendor management and its importance in business operations and supply chain efficiency.
09:54–10:48	Identify key components of effective vendor management, including selection, performance evaluation, and relationship management.
10:48–11:00	Explore the vendor lifecycle from selection to performance evaluation and contract renewal.
11:00–11:30	**Coffee break**
11:30–12:12	Explore the vendor lifecycle from selection to performance evaluation and contract renewal. (continued)
12:12–13:06	Discuss the role of vendor management in risk mitigation and compliance with organisational policies.
13:06–14:00	Examine common challenges in vendor management and strategies to address them.

Day 2: Vendor Selection Criteria and Frameworks

Applied activity: In groups, participants will create a vendor selection matrix for a hypothetical project, evaluating potential vendors against established criteria such as cost, quality, and delivery time, and presenting their findings to the class. Output: A completed vendor selection matrix with analysis, justifications for selections, and recommendations for the final vendor choice.

09:00–09:54	Establish criteria for vendor selection based on organisational objectives and project requirements.
09:54–10:48	Explore different vendor selection frameworks and models, including weighted scoring and decision matrices.
10:48–11:00	Assess the importance of vendor capabilities, financial stability, and reputation in the selection process.
11:00–11:30	**Coffee break**
11:30–12:12	Assess the importance of vendor capabilities, financial stability, and reputation in the selection process. (continued)
12:12–13:06	Utilise tools for vendor assessment and comparison, including SWOT analysis and risk assessment.
13:06–14:00	Discuss the impact of vendor selection on project success and overall organisational performance.



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Day 3: Negotiation Techniques for Vendor Contracts

Applied activity: Participants will engage in a role-playing exercise where they negotiate contract terms with a vendor, focusing on key deliverables, pricing, and service levels, while applying negotiation techniques learned in the course.
Output: A summary of negotiated terms, including agreed-upon deliverables and pricing, along with a reflection on negotiation strategies used.

09:00–09:54	Understand the principles of negotiation in vendor management, including preparation, bargaining, and closing techniques.
09:54–10:48	Identify key negotiation strategies and tactics, such as interest-based negotiation and win-win solutions.
10:48–11:00	Role-play negotiation scenarios to practice skills in real-time, focusing on effective communication and persuasion.
11:00–11:30	**Coffee break**
11:30–12:12	Role-play negotiation scenarios to practice skills in real-time, focusing on effective communication and persuasion. (continued)
12:12–13:06	Discuss common pitfalls in vendor negotiations, such as lack of preparation and poor communication, and how to avoid them.
13:06–14:00	Evaluate the importance of relationship management in negotiations to foster long-term partnerships.

Day 4: Contract Drafting and Compliance

Applied activity: Participants will draft a contract for a selected vendor based on a given scenario, incorporating performance metrics, compliance clauses, and risk management strategies, and will present their contracts for peer review.
Output: A draft vendor contract ready for review, including performance metrics and compliance clauses.

09:00–09:54	Learn the essential elements of a vendor contract, including scope, terms, and conditions.
09:54–10:48	Explore legal considerations and compliance requirements that must be addressed in vendor contracts.
10:48–11:00	Draft clear and comprehensive contract clauses that protect the interests of both parties.
11:00–11:30	**Coffee break**
11:30–12:12	Draft clear and comprehensive contract clauses that protect the interests of both parties. (continued)



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12:12–13:06	Discuss the importance of performance metrics in contracts and how to incorporate them effectively.
13:06–14:00	Review contract management best practices to ensure compliance and facilitate smooth vendor relationships.

Day 5: Performance Management and Relationship Building

Applied activity: Participants will develop a performance management plan for an existing vendor, including specific metrics, evaluation methods, and improvement strategies based on a fictional scenario, and will present their plans to the group.
Output: A comprehensive vendor performance management plan, detailing metrics, evaluation methods, and strategies for improvement.

09:00–09:54	Implement performance management strategies for vendors, including regular reviews and feedback mechanisms.
09:54–10:48	Discuss methods for monitoring and evaluating vendor performance, such as KPIs and scorecards.
10:48–11:00	Explore techniques for building strong vendor relationships through effective communication and collaboration.
11:00–11:30	**Coffee break**
11:30–12:12	Explore techniques for building strong vendor relationships through effective communication and collaboration. (continued)
12:12–13:06	Identify strategies for addressing performance issues and fostering continuous improvement.
13:06–14:00	Review case studies of successful vendor management to extract best practices and lessons learned.

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)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Rome Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Cape Town Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,890.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,890.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,940.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.–**
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 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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View the latest course details online