Demystifying Vendor Management

Length
2 days

Price
$1364.00 (inc GST)

Overview

Ideal for the IT Professional who needs to achieve the best value from vendor and partner relationships.

In this course, you will learn the skills needed to effectively manage vendors. This course is presented in a workshop format, with lectures, exercises, discussion and real life examples.

During this course you will also be introduced to the procurement life cycle and the core pillars of successful vendor management.

This session enables organisations to more effectively work with their service providers and their own staff to create long term value and increase ROI from each of their vendor relationships.

Skills Gained

- How to select and retain vendors
- How to maintain good vendor relationships
- Types of vendor relationships
- Signs of relationship deterioration
- Reporting and measurement approaches
- Negotiation techniques

Key Topics

- The lifecycle approach to vendor relationships
- Types of vendor relationships
- Understanding the vendor and differentiating between organisational and vendor goals
- Sources of relationship pain
- Selection, management and retention of vendors
- Vendor metrics, balanced scorecards and reporting
- Types of vendor agreements, contract types, Statements of Work and SLAs
- Negotiation techniques

Target Audience

Anyone who interacts with vendors, either as a manager or a user of vendor supplied services.

We can also deliver and customise this training course for larger groups – saving your organisation time, money and resources. For more information, please contact us on 1800 853 276.

Prerequisites

There are no prerequisites for this course.

The supply of this course by ACTE Pty Ltd (trading as DDLS) is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions.

ddls