



Vendor Qualification and Contract Performance Control Training Course

17 – 21 May 2027
Vienna

Vendor Qualification and Contract Performance Control Training Course

Ref: 631_148413 **Date:** 17 – 21 May 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Vendor Qualification and Contract Performance Control Training Course is a five-day professional course for supplier-facing functions who leave with a Vendor Qualification and Contract Performance Control File. Participants apply due diligence, onboarding, scorecards, service-level monitoring, compliance checks, audits, corrective action, supplier development, escalation, renewal, and exit controls. The course replaces fragmented vendor oversight with evidence-based lifecycle decisions. Agile Leaders Training Center presents vendor qualification and performance control as a connected operating discipline.

Who Should Attend

- Procurement functions responsible for vendor qualification, sourcing controls, and approved-provider records
- Vendor management functions responsible for onboarding, scorecards, reviews, and development
- Contract functions responsible for obligations, service levels, remedies, and lifecycle decisions
- Quality and compliance functions responsible for audits, evidence, findings, and corrective action
- Operations functions responsible for supplier delivery, continuity, escalation, and acceptance
- Commercial functions responsible for value, risk, renewal, and exit recommendations

The course assumes participants oversee active suppliers or vendor contracts at work, and it leaves out tender drafting, category strategy, contract-law instruction, and general relationship management.

Departments and Industries

The course supports departments and industries that depend on external providers for products, services, or operational capacity.

- Procurement, contracts, commercial management, and supplier relationship management
- Quality, compliance, risk, operations, and internal assurance
- Manufacturing, energy, construction, transport, and utilities
- Technology, telecommunications, financial services, and professional services
- Healthcare, hospitality, facilities, and public administration

Learning Objectives

By the end of this course, participants will be able to:



- Build risk-based vendor qualification and due-diligence controls
- Apply onboarding and approved-provider governance
- Use scorecards and service-level evidence to evaluate performance
- Analyze contract compliance findings and root causes
- Prioritize corrective action, development, and escalation responses
- Evaluate renewal, restriction, suspension, and exit decisions

Course Agenda

Day 1: Qualification and Due Diligence

- Vendor Segmentation and Criticality Matrix
- Qualification Criteria and Evidence Schedule
- Financial, Technical, and Operational Due-Diligence Record
- Vendor Risk Assessment and Control Map
- Approved-Provider Decision Register

Day 2: Onboarding and Contract Controls

- Vendor Onboarding Responsibility Map
- Contract Obligation and Deliverable Register
- Service-Level Agreement Control Sheet
- Communication and Governance Calendar
- Mobilization Readiness Review

Day 3: Performance Measurement and Review

- Vendor KPI Definition Matrix
- Weighted Performance Scorecard
- Delivery, Quality, Cost, and Service Evidence Log
- Performance Review Meeting Pack
- Trend, Variance, and Threshold Analysis Method

Day 4: Compliance, Improvement and Decisions

- Contract Compliance Monitoring Checklist
- Vendor Audit and Finding Register
- Root-Cause and Corrective-Action Plan
- Supplier Development and Recovery Roadmap
- Escalation, Renewal, Restriction, and Exit Decision Tree



Day 5: Vendor Control Practice

- Exercise: Test a Vendor Qualification File
- Exercise: Build an Onboarding and Obligation Control Set
- Exercise: Score Performance and Diagnose Variance
- Exercise: Resolve Compliance Findings and Select Responses
- Capstone Exercise: Vendor Qualification and Contract Performance Control File

Practical Exercises

The course uses suggested activities to apply vendor qualification and performance controls in different operating settings.

- Suggested activity: assess technical, financial, and operational evidence for a facilities-services vendor.
- Suggested activity: build a scorecard for a manufacturing supplier using delivery, quality, cost, and service evidence.
- Suggested activity: diagnose a telecommunications service-level failure and prepare corrective actions.
- Suggested activity: recommend development, restriction, renewal, or exit for a healthcare service provider.

FAQs

Who suits vendor qualification and contract performance control training, and what does it assume?

It suits procurement, vendor, contract, quality, compliance, operations, and commercial functions and assumes participants oversee active suppliers or vendor contracts.

How does vendor qualification and performance control differ from general supplier relationship management?

Vendor qualification and performance control centers on evidence, approval criteria, obligations, scorecards, compliance findings, corrective actions, and lifecycle decisions, while general supplier relationship management covers broader collaboration and engagement.

What evidence supports vendor qualification decisions?

Vendor qualification decisions use defined technical, financial, operational, quality, risk, capacity, reference, and control evidence matched to the supplier's criticality and scope.



How are vendor performance scorecards kept decision-ready?

Vendor performance scorecards remain decision-ready when measures have owners, sources, definitions, weights, thresholds, review periods, exceptions, trend views, and links to contractual obligations and corrective actions.

What follows a vendor contract compliance finding?

A vendor contract compliance finding leads to evidence validation, impact analysis, root-cause review, assigned corrective action, due-date tracking, escalation when needed, verification of closure, and an updated lifecycle decision.

Conclusion

Participants leave with a Vendor Qualification and Contract Performance Control File containing qualification evidence, risk controls, onboarding records, obligation registers, scorecards, audit findings, corrective actions, development plans, and lifecycle decisions. The file replaces disconnected reviews with traceable vendor oversight. It connects approval, performance, compliance, improvement, renewal, and exit decisions to evidence.