

Leading Vendor Relations and Strategic Supplier Performance

21 – 25 December 2026
Dubai

AGILE LEADERS
Training Center

Leading Vendor Relations and Strategic Supplier Performance

Ref: 99_84740 **Date:** 21 – 25 December 2026 **Location:** Dubai **Fees:** 6500 Euro

Overview

Managing modern supply networks requires moving beyond adversarial procurement toward collaboration that protects value and reduces operational disruption. Organizations frequently struggle with mismatched vendor expectations, poor performance visibility, and unmanaged supply chain vulnerabilities. This course in leading vendor relations and strategic supplier performance equips professionals with structured scorecards, governance frameworks, and segmentation models to build resilient commercial partnerships. Participants leave with actionable toolkits to evaluate vendor capabilities and drive continuous performance improvements through structured collaboration delivered by Agile Leaders Training Center.

Who Should Attend

- Professionals responsible for managing strategic supplier contracts and operational service agreements
- Teams directing category management and strategic sourcing across direct and indirect spend
- Managers overseeing vendor quality assurance, supplier audits, and operational compliance
- Leaders responsible for enterprise supply continuity, supplier risk mitigation, and commercial dispute resolution
- Specialists administering supplier performance evaluation systems, operational metrics, and vendor development initiatives

Departments and Industries

This course serves cross-functional teams managing vendor ecosystems across manufacturing, telecommunications, financial services, healthcare, and energy sectors.

- Strategic Procurement and Sourcing
- Vendor Management and Supplier Performance
- Supply Chain Operations and Logistics
- Contract Administration and Governance
- Quality Assurance and Operational Risk

Learning Objectives

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

- Apply the Kraljic Portfolio Matrix to segment vendor portfolios and establish differentiated relationship models.
- Build balanced supplier scorecards integrating operational Key Performance Indicators and contract Service Level Agreements.
- Diagnose operational failure points across vendor delivery cycles using Failure Mode and Effects Analysis.
- Prioritise vendor risk exposures across multi-tier supply networks using operational Risk Assessment Matrices.
- Evaluate supplier quality and sustainability compliance against ISO 9001:2015 and ISO 20400:2017 benchmarks.

Course Agenda

Day 1: Supplier Segmentation and Relationship Strategy

- Kraljic Portfolio Matrix for Spend and Risk Categorisation
- Supplier Preferencing Matrix for Assessing Vendor Attractiveness
- ISO 20400:2017 Sustainable Procurement Framework Integration
- Stakeholder Power-Interest Grid for Vendor Relationship Mapping
- Supplier Relationship Management Governance Tiering Model

Day 2: Performance Measurement and Metrics Design

- Balanced Scorecard Framework for Multi-Dimensional Vendor Assessment
- Service Level Agreement Performance Attribution Matrix
- Key Performance Indicator Dashboard Design using Statistical Process Control
- Supplier Value Creation Index for Commercial Performance Tracking
- Perfect Order Index Calculation for Fulfilment Accuracy

Day 3: Supplier Risk and Operational Resilience

- Supplier Failure Mode and Effects Analysis Matrix
- Financial Health Evaluation using Altman Z-score Analysis
- Multi-Tier Supply Network Mapping for Sub-Tier Dependency Tracking
- Business Continuity Plan Audit Protocol based on ISO 22301:2019
- Corrective Action and Preventive Action Workflow Templates

Day 4: Collaborative Value Creation and Vendor Development

- Joint Business Planning Charter for Strategic Partners
- Supplier Development Roadmap using Kaizen Continuous Improvement Methods
- Early Supplier Involvement Framework in Product and Service Design
- Total Cost of Ownership Calculation Model for Contract Variations
- Supplier Innovation Incentive Mechanism and Gain-Sharing Matrix

Day 5: Synthesis and Executive Performance Review

- Capstone Vendor Portfolio Review using Prior Integrated Segmentation Matrices
- Simulation of Quarterly Business Review Meetings using Standardised Dashboard Artefacts
- Supplier Remediation Scenario Analysis applying Corrective Action Protocols
- Collaborative Value Capture Evaluation utilizing Prior Total Cost of Ownership Data
- Executive Governance Reporting using Consolidated Supplier Scorecards

Practical Exercises

Participants apply core methodologies to realistic operational scenarios through guided group and individual sessions.

- Suggested activity: Construct a Kraljic matrix to categorise critical vendors across direct and indirect spend categories.
- Suggested activity: Design a balanced supplier scorecard complete with specific Service Level Agreement penalty thresholds.
- Suggested activity: Conduct a root-cause remediation plan using corrective action protocols on an underperforming logistics supplier.

FAQs

What prerequisite knowledge is expected for this course?

Participants benefit from basic familiarity with operational procurement, commercial purchasing, or contract administration. No technical modeling experience is necessary, as all analytical tools and segmentation frameworks are introduced and applied systematically during the sessions.

How does this course address supplier risk management?

The program covers operational risk assessment frameworks, sub-tier dependency mapping, and ISO 22301:2019 continuity audit methods. Participants practice evaluating financial indicators and establishing structured corrective action plans to mitigate supplier disruption.

Are the scorecards adaptable to indirect spend categories?

Yes. The measurement frameworks, Service Level Agreement attribution matrices, and scorecard tools apply across both direct operational materials and complex indirect services, including facilities management and information technology vendors.

How are collaborative initiatives evaluated for commercial value?

Participants examine Total Cost of Ownership models and gain-sharing incentive mechanisms. These tools quantify commercial savings, process efficiencies, and joint continuous improvement results achieved through strategic supplier collaboration.

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Conclusion

Participants return to their organizations equipped with practical governance structures, robust evaluation scorecards, and strategic segmentation models. They possess the capability to systematically measure vendor delivery, mitigate multi-tier operational disruptions, and engage strategic suppliers in collaborative value creation. These methods ensure supplier relationships align directly with corporate operational resilience and long-term organizational value.