



## CERTIFIED SUPPLIER PERFORMANCE PROFESSIONAL

LIVE ONLINE CERTIFICATION

2020 EDITIONS:  
> 24 - 28 AUGUST



Identifying the right tools and methods to effectively manage supplier performance.

### Key business benefits:

- > Increase business performance by gaining more control over the suppliers' performance;
- > Significantly improve business results by working with the relevant KPIs and supporting instruments;
- > Consolidate your competitive advantage by addressing, in real time, the risks associated with selection, contracting and monitoring performance of suppliers.

### Over the last years, the team at The KPI Institute:

- > Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- > Reviewed 1,000+ performance reports from 125 countries;
- > Referenced 30,000+ resources as part of the documentation process.



# Course overview



The training course is designed to develop the key competencies necessary to efficiently manage and growth the suppliers' performance and optimize the relationship with buyers and other procurement stakeholders. Moreover, participants will benefit from a powerful learning experience mixing practical information delivery with well-designed practical activities and study cases, constantly stimulating the interaction between participants and knowledge sharing. As a key differentiator, the course provided by The KPI Institute focuses on a practice-related side of suppliers' management, using a comprehensive KPIs development and monitoring framework, backed up by a ready-to-use performance toolkit.

## 8 Participants' profile

### > Professional activating in purchasing, procurement and strategic sourcing areas

Professionals working in departments such as procurement, logistics, retail, manufacturing and distribution or related to procurement processes, interested in improving the performance of their supplier activities and bringing strategic and sustainable value to their organizations.

### > Middle/lower management professionals

Individuals such as buyers, procurement managers, but also key accountants which are involved in procurement-related planning, management, project tracking or performance monitoring. The tools and resources offered as part of the course enable participants to immediately apply the concepts learned within their organizations.

## + Benefits

- > Efficiently manage the procurement activity area, based on a thorough understanding of the supplier relationship dynamics;
- > Take adequate measures that reflect the company's competitive advantage in developing and proper usage of supplier selection and evaluation tools;
- > Have a significant contribution as part of the team involved in procurement and strategic sourcing areas;
- > Generate value for your business by applying a modern performance management framework;
- > Enhance your practical learning experience by getting full access to a variety of relevant resources and ready-to use tools designed to help you attain outstanding results.

## + Learning objectives

- > Develop and implement a supplier selection process;
- > Use different supplier segmentation models;
- > Identify risks and develop response strategies;
- > Select relevant KPIs to monitor and improve your supply chain performance;
- > Implement a rigorous supplier relationship strategy.



# Agenda

## Day 1 - 4h

### Understanding supplier performance

- › The importance of performance in managing suppliers;
- › Elements of performance management architecture in supplier management;
- › “Stakeholders involved in supplier management;”
- › “Supplier performance as an organizational process.”

### Supplier selection

- › Supplier selection process;
- › Suppliers selection requirements and criteria development;”
- › Supplier selection methods & tools;
- › Supplier evaluation;
- › “Success factors in supplier selection process.”

## Day 4 - 4h

### Supplier performance monitoring

- › Scorecards and Dashboards development process;
- › Setting objectives and clusters for a supplier scorecard.

### Supplier Relationship Management (SRM)

- › The reasons for supplier performance management;
- › Challenges in SRM: cost of poor quality;
- › Collaborative approach in developing strategic partnerships;
- › SRM Governance;
- › Krause & Handfield Model of SRM;
- › Assessing the SRM maturity level of an organization.

## Day 2 - 4h

### Supplier relationship design

- › Key elements of purchasing – procurement – strategic sourcing;
- › Strategic sourcing approach of suppliers;
- › Supplier panel development and management;
- › Supplier segmentation models.

### Supplier contracting

- › Challenges in drafting contracts;
- › Risk identification in the contracting process;
- › Positioning strategies when negotiating with suppliers;
- › Contract management: key tasks and responsibilities;
- › Steps to set up successful contracts.

## Day 5 - 4h

### Supplier performance evaluation

- › Internal capability for managing supplier evaluation;
- › Key aspects of supplier performance evaluation;
- › Performance evaluation criteria development;
- › Evaluation methods;
- › Managing non-conformances;
- › Supplier performance reviews.

### Risks and communication management with suppliers

- › Risk management process;
- › Risk analysis;
- › Key Risk Indicators;

## Day 3 - 4h

### Performance through Service Level Agreements (SLAs)

- › SLA success factors (service and management);
- › SLAs requirements setting;
- › SLAs objectives;
- › Building the SLA based on company competitive advantage.

### Sourcing KPIs to generate suppliers' performance

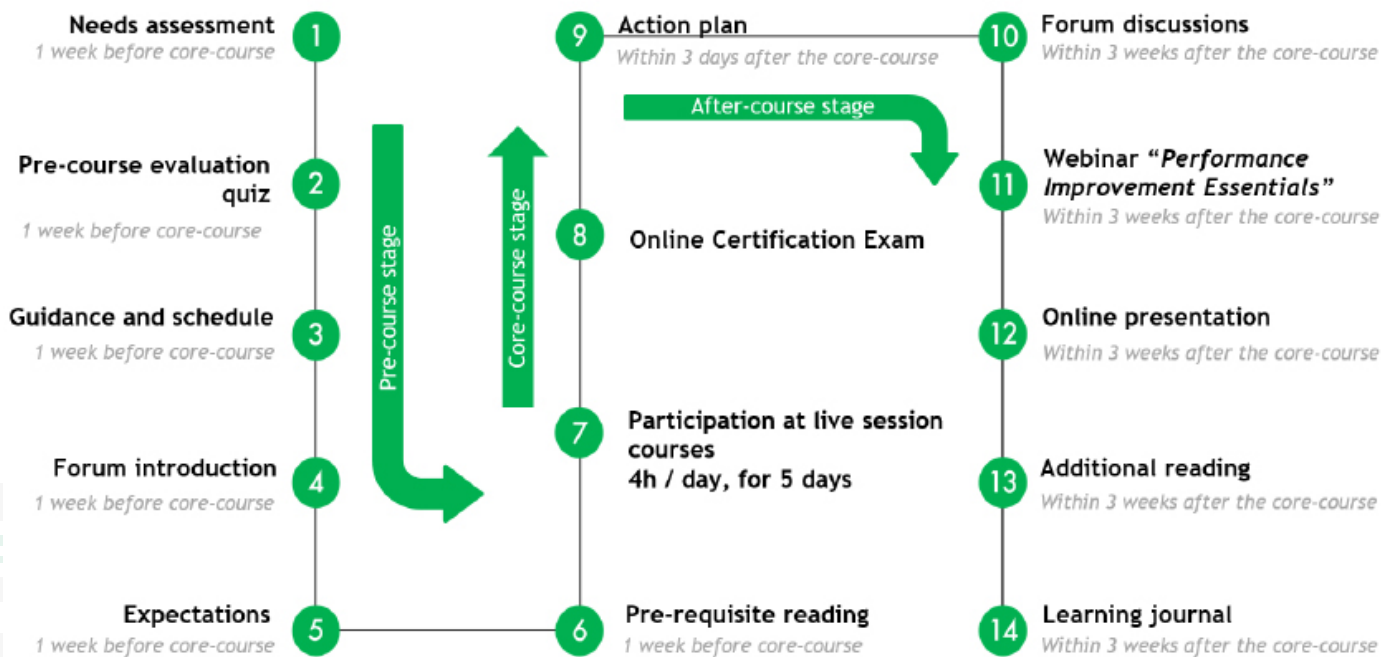
- › Definition and usability of KPIs;
- › KPIs and metrics selection;
- › KPI selection sources;
- › KPI selection techniques;
- › KPI target setting;
- › KPI documentation as a key success factor.

- › Risk intervention plan;
- › Supplier communication framework.

### Review and Q&A

- › Course review;
- › Q&A.

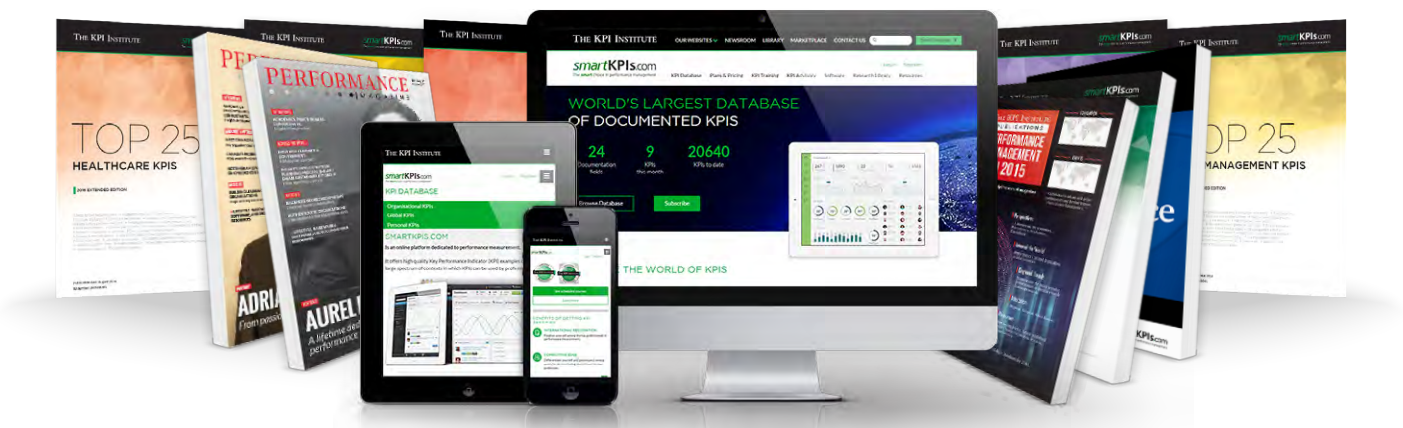
# Certification Process



The certification process is finalized only when you complete all of the 3 stages of the learning experience. You will receive:

- > Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- > Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- > Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience.

# Educational resources



## Course materials

- › Course slides;
- › Course notes;
- › Course quiz;
- › The KPI Infographic.

## The qualitative reports

- › Performance Management in 2014 and 2015.

## Catalogues

- › KPI Documentation Forms;
- › Negative Behaviors;
- › Targets in Practice;
- › Dashboards;
- › Scorecards;
- › Hardware;
- › Graphs in Practice;
- › Glossary of terms.

## Videos

- › 11 Videos dedicated to Performance Management.

## Fact sheets

- › KPI Definitions, KPIs in Practice;
- › Terminology in Practice;
- › KPI Selection Criteria;
- › Performance Management Related Theories.

## Webinars

- › Free access to all Performance Management webinars series from 2014 to 2016.

## Performance Management Toolkit

- › **Templates:** Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard;
- › **Manuals:** Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- › **Publications:** KPIs for Human Resources Dashboard, KPIs for Human Resources Scorecard.

## Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.



# Facilitator

## Cristina Bleoca

Associate Facilitator, The KPI Institute



Cristina Bleoca is a Romanian Purchasing and Supply Chain Management specialist, with over 10 years of experience in the field of automotive and FMGC companies.

Cristina managed departments with different maturity levels, her activities ranging from establishing a purchasing department, to managing accelerated growth periods.

Having enrolled in internships within German companies, participated in international research partnerships, and attended national and international training courses, Cristina gained a diversified vision on the number of objectives and themes covered during her training.

Her expertise and knowledge also covers designing and implementing strategies for developing Supplier Management activities, optimizing logistics activity, the flow of materials, and inventories management.

Cristina Bleoca has a vast experience and expertise regarding the field of Supplier Management. In 2003, she began building a purchasing department within an automotive supplier company, which has been working in Romania in the Lohn system. In 2008, she took over the responsibility for the FMCG Company, Tchibo Brands' logistics department. Besides her Logistics experience, Cristina Bleoca has built and developed a complete purchasing department in Bucharest.

As a collaborator for The KPI Institute, Cristina delivered the following training programs:

- Performance Management in Purchasing-Logistics: KPIs, Scorecard and Dashboard;
- Strategic Approach to Purchasing-Logistics Processes.

Cristina graduated from the "Babeş-Bolyai" University of Cluj-Napoca, Faculty of Economics and Business Administration, and the Faculty of European Studies. Furthermore, she improved her knowledge during her internships at German industrial companies and service providers. Among these, Kuka Schweissanlagen GmbH and IBM Global Services GmbH stand out. Cristina's professional experience as a Purchasing-Logistics Department coordinator was acquired in Romanian companies, such as Eckerle, Tchibo Brands and Heinring Impex.

# Course Fees



Language	Date	Hours/day	Start TIME ME	Start TIME SEA	Standard Fee	Special Fee
English	> 24 - 28 August	4	09:00 GST	13:00 GMT +8	<del>USD \$ 1,500</del>	USD \$ 1,250

## Join as a Group

### Customized Live Online Group Training Programs

The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.

# Benefits of customized live online sessions



## ▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

## ▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

## ▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

## ▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

## ▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.



Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	4 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at [office@kpiinstitute.org](mailto:office@kpiinstitute.org) or contact one of the region representatives.

## Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

\*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

\*\*Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation