

€ TRAINING

Managing Vendor Qualification and
Performance with Contract Compliance





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Introduction:

Managing Vendor Qualification and Performance with Contract Compliance is a structured program to assessing and ensuring the quality and adherence of vendors to contractual agreements. It involves evaluating vendors based on predetermined criteria, monitoring their performance throughout the contract duration, and enforcing compliance with contractual terms and conditions. The program provides understanding of the high standards of vendor performance and maximize the value derived from vendor relationships.

Program Objectives:

At the end of this program, the participants will be able to:

- Conduct a thorough supplier evaluation process to assess capabilities and suitability effectively.
- Align customer requirements with appropriate supplier segmentation for optimal matches.
- Establish relevant performance metrics to gauge supplier effectiveness accurately.
- Utilize performance data for continuous improvement and operational refinement.
- Ensure an adequate selection of suppliers to facilitate a robust procurement process.
- Select top-performing suppliers objectively while maintaining fairness and impartiality.

Targeted Audience:

- Contracts, Procurement and Project Personnel.
- Engineering, Operational, Quality and Maintenance Personnel.
- And all others who are involved in interfacing with contractors or suppliers in the acquisition of materials, equipment, parts, and services.

Program Outlines:

Unit 1:

Vendor Qualification: Compiling an Approved Supplier List:

- Determining the goals and objectives of Procurement.
- Formulating a proper Procurement strategy.

- Involving the end-user in determining the required technologies.
- Developing an approved supplier list based on the required technologies.
- Compiling supplier selection criteria.
- Forming commodity teams to evaluate and provide supply solutions.

Unit 2:

Supplier Assessment:

- Begin with a comprehensive supplier initial questionnaire to gather essential information.
- Conduct a detailed investigation into supplier backgrounds and capabilities.
- Assess suppliers' quality management systems to ensure alignment with standards.
- Perform thorough supplier assessments, including process capability studies.
- Verify suppliers' certifications, including ISO Certification where applicable.
- Set clear acceptance criteria and engage suppliers actively throughout the tender process.

Unit 3:

Supplier Performance - What to Measure?

- Carrot or stick?
- The setting of objects that are aligned with the goals of the company.
- Characteristics of a good performance measurement system.
- Developing a supplier performance system.
- Sources of data.
- Common mistakes in data recording.
- Implementing the system.

Unit 4:

Supplier Performance - Interpreting the Results:

- Rating the individual supplier.
- Disseminating the results: what to do and what not to do.

- Rewarding good behavior and Punishing bad behavior.
- Supplier recognition.
- Corrective Action Procedures.

Unit 5:

Remedies for Breach of Contract and Determining the Outcome:

- What constitutes a breach and The different types of breaches.
- The different remedies available.
- Determining the quantum of damages, Liquidated damages, and Equitable damages.
- Court injunction.
- Project close-out report.
- Time and Cost.
- Performance/Quality.