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# Essential... **SUPPLIER RELATIONSHIP MANAGEMENT**

**30&31 MARCH 2010 - LONDON (PARK INN HOTEL, SOUTHAMPTON ROW, LONDON WC1)**

NB This seminar will **only be held in London**, no out of London venues SORRY!

This two-day seminar is designed for all those in the public sector who want to 'get to grips' with the essentials of Supplier Relationship Management (SRM). Detailed and practical information and advice will be provided along with extensive documentation. The seminar will be 'interactive' with plenty of opportunities for questions and discussion. No previous knowledge of SRM will be assumed. A detailed workbook accompanies the seminar.

**PROGRAMME (2 Day)** Day 1 - 0945 Registration, 1000 Start, 1630 Close Day 2 - 1000 Start, 1630 Close

**ESTABLISHING THE MEASURES**

**WHEN TO START**

- Development of specification
- Initial measures ● Improvement measures

**WHO TO INVOLVE**

- Stakeholders
- Users of the contract (internal and external)
- Procurement team ● Contract manager

**WHAT TO MEASURE (KPIs)**

- Essential criteria - delivery, service, invoicing
- Improvement criteria - price, processes, e-technology
- Timeframes

**DOCUMENTING THE MEASURES**

- Service Level Agreement
- Establish acceptable levels of performance
- Performance linked to breach of contract
- Escalation process

**ESTABLISHING THE RELATIONSHIP**

**DETERMINE THE RELATIONSHIP REQUIRED**

- Performance to agreed criteria
- Continuous improvement - service, price

**REVIEW ROLES AND RESPONSIBILITIES**

- Contract manager(s) - users of the contract - supplier(s)

**CONTRACT MONITORING TECHNIQUES**

**DETERMINE METHODS AVAILABLE**

- Systems capability ● Questionnaires - on-line, email
- Others

**REVIEW PROCESS**

- Face to face meetings - attendees, frequency
- Management information
- Data to be gathered - by whom, distributed to ● Frequency

**PROBLEM RESOLUTION TECHNIQUES**

- Root cause analysis, Brainstorming, Relationship analysis

**CHANGE MANAGEMENT AND RENEWAL**

**CONSIDERATION OF THE REASONS FOR CHANGE**

- Performance criteria no longer relevant
- User requirements change
- Have become 'business as usual'
- Continuous improvement - service, price
- Contract manager(s) move on to new roles
- Users of the contract change

**DOCUMENTATION OF CHANGES**

- Draft and agreement
- Confirmation in writing
- Communication to - buying organisations, suppliers

**REASONS TO TERMINATE AND RE-TENDER**

- Public sector requirement to seek competitive bids
- Relationship has run its course ● Poor contract performance

**WORKING WITH PARTNER ORGANISATIONS AND CONSORTIA**

**CONSIDERATION OF THE BEST USE OF RESOURCES**

- Roles and responsibilities ● Buying organisations ● Supplier(s)

**DEVELOPING PERFORMANCE IMPROVEMENT TARGETS**

- Benchmarking ● Reviewing KPIs ● Establishing KPIs fit for the future

**BUILDING EFFECTIVE RELATIONSHIPS WITH SUPPLIERS**

**DELIVERING PERFORMANCE IMPROVEMENT**

- Incentives ● Measurement against base-line ● Reporting ● Rewarding

**TOOLS AND TECHNIQUES TO FACILITATE IMPROVEMENT**

- Process mapping ● Opportunity analysis
- Value analysis ● Framework for change

**Supplier Relationship Management - The Office of Government Commerce (OGC) website**

"Supplier Relationship Management (including analysis) is the proactive management of an ongoing business relationship to secure competitive advantage for your own organisation. The focus is on overall relationships between the supplier and the buying organisation rather than a focus on a specific contract. Its purpose is to encourage purchasing and business management to develop a structured understanding of the nature of current relationships that exist within and between your organisation and the suppliers"

**Presented by: Shirley Lewington, Associate Consultant, ETC**

Shirley Lewington is a procurement professional with over 20 years experience in senior procurement roles in the public and private sectors. She has in-depth knowledge and experience of supplier relationship management, developing and implementing procurement strategies and devising continuous improvement plans to deliver long term sustainable benefits to performance. The seminar will be 'interactive' with plenty of opportunities for questions and discussion. A detailed workbook accompanies the seminar.

**Fee per delegate**  
£500.00 plus £87.50 VAT Total £587.50

**Run out of budget?**  
You can attend in March and ETC will invoice in April  
**Budget to spend?** ETC can help - please ask for details

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**BOOKING FORM**

**ESSENTIAL SUPPLIER RELATIONSHIP MANAGEMENT**

**30&31 March 2010 - London**

ORGANISATION \_\_\_\_\_

① First Name \_\_\_\_\_ Surname \_\_\_\_\_

ADDRESS \_\_\_\_\_

Job Title \_\_\_\_\_

\_\_\_\_\_

② First Name \_\_\_\_\_ Surname \_\_\_\_\_

\_\_\_\_\_ POSTCODE \_\_\_\_\_

Job Title \_\_\_\_\_

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