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PROCUREMENT AND SUPPLY CHAIN MANAGEMENT | PSCM-019

Vendor Management: Performance, Selection & Contracting

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Course content

Why Attend

Why Attend Effective vendor management is critical for ensuring operational efficiency, minimizing risks, improving supplier performance, and creating long-term business value. This course provides participants with practical tools and best practices for selecting the right vendors, managing contractual relationships, monitoring performance, and developing strong supplier partnerships that support organizational goals.

Course Methodology The course uses an interactive approach that combines presentations, case studies, group discussions, practical exercises, vendor assessment activities, contract review examples, and real-world business scenarios to strengthen practical application and decision-making.

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

- Understand the principles and importance of vendor management
- Apply structured approaches to vendor selection and evaluation
- Develop effective vendor contracts and performance management systems
- Build productive vendor relationships and communication practices
- Identify legal risks and compliance requirements in vendor agreements
- Improve supplier performance and value creation strategies
- Reduce operational and contractual risks

Target Audience

- Procurement and purchasing professionals
- Vendor and supplier relationship managers
- Contract administrators
- Supply chain and logistics professionals
- Operations managers
- Project managers
- Professionals involved in supplier selection and contract management



Course content

Target Competencies

- Vendor management
- Supplier evaluation and selection
- Contract management
- Performance measurement and KPI development
- Negotiation and communication skills
- Relationship management
- Risk assessment and mitigation
- Strategic decision-making

Course outline

Day 1: Foundations of Vendor Management

- Understanding vendor management concepts and organizational value
- Exploring the stages and components of the vendor management lifecycle
- Examining the role of supplier management in supporting business performance
- Identifying common operational challenges in managing vendors
- Understanding responsibilities and governance within vendor relationships
- Building a structured approach to supplier management activities

Day 2: Vendor Evaluation and Selection Strategies

- Identifying important factors in selecting suitable vendors
- Understanding different supplier categories and evaluation approaches
- Exploring sourcing methods and supplier identification techniques
- Assessing supplier proposals and conducting evaluation reviews
- Performing due diligence and capability assessments



Course content

Course outline

• Applying practical approaches and best practices in vendor selection

Day 3: Contract Development and Vendor Performance Management

• Understanding the fundamentals of vendor contracting processes

• Reviewing important elements and structures of vendor agreements

• Managing supplier performance against contractual obligations

• Developing performance indicators and service measurement criteria

• Monitoring and improving supplier outcomes and compliance

• Applying effective practices in contract and performance management

Day 4: Communication and Strategic Vendor Relationships

• Developing effective communication approaches with suppliers

• Building collaborative relationships that support long-term value

• Managing communication barriers and relationship challenges

• Encouraging collaboration and continuous improvement initiatives

• Strengthening trust and partnership effectiveness

• Applying best practices for relationship management and stakeholder engagement

Day 5: Legal Considerations and Risk Management in Vendor Relationships

• Understanding legal principles affecting vendor management activities

• Reviewing supplier agreements and identifying potential risks

• Understanding contractual responsibilities and obligations of involved parties

• Examining methods for dispute prevention and resolution

• Managing compliance requirements and legal exposure

• Applying risk mitigation strategies and vendor governance practices



Seminar dates

Available seminar dates

Live dates and pricing for Vendor Management: Performance, Selection & Contracting generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London - U.K	Classroom	**€3,360.-**
14 - 18 December 2026	Istanbul - Turkey	Classroom	**€2,280.-**
21 - 25 December 2026	Madrid - Spain	Classroom	**€3,400.-**
4 - 8 January 2027	Barcelona - Spain	Classroom	**€3,080.-**
1 - 5 February 2027	Frankfurt - Germany	Classroom	**€2,600.-**
1 - 5 March 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
5 - 9 April 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
3 - 7 May 2027	London - U.K	Classroom	**€3,360.-**
7 - 11 June 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
5 - 9 July 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
2 - 6 August 2027	London - U.K	Classroom	**€3,360.-**
6 - 10 September 2027	Barcelona - Spain	Classroom	**€3,080.-**
4 - 8 October 2027	Munich - Germany	Classroom	**€3,400.-**
1 - 5 November 2027	London - U.K	Classroom	**€3,360.-**
6 - 10 December 2027	Munich - Germany	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.