

# Mastering Vendor Relationship Management: A 5-Day Course

Supply Chain & Logistics  
Lisbon (Portugal)  
11 - 15 Aug 2025

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A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, suggesting a strategic or tactical theme.

## Mastering Vendor Relationship Management: A 5-Day Course

**Ref:** 321515\_128513 **Date:** 11 - 15 Aug 2025 **Location:** Lisbon (Portugal) **Fees:** 4400 **Euro**

### Course Description

This intensive 5-day course equips participants with the knowledge and skills to excel in vendor relationship management. Learn how to develop strategic partnerships, optimize performance, and maximize value from vendor collaborations. Gain practical insights into contract negotiation, performance monitoring, and risk management techniques.

### Learning Objectives

- Understand the principles and best practices of vendor relationship management
- Develop strategies for effective vendor selection, evaluation, and onboarding
- Master techniques for negotiating and managing vendor contracts
- Learn to implement performance metrics and continuous improvement processes
- Acquire skills to mitigate risks and resolve conflicts in vendor relationships

### Course Modules

#### Day 1: Foundations of Vendor Relationship Management

- Introduction to vendor relationship management
- The vendor lifecycle and management framework
- Aligning vendor management with organizational goals
- Stakeholder mapping and engagement strategies

#### Day 2: Vendor Selection and Evaluation

- Developing effective RFPs and selection criteria
- Vendor assessment and due diligence processes
- Risk evaluation in vendor selection
- Creating a vendor scorecard system

#### Day 3: Contract Negotiation and Management

- Key elements of vendor contracts
- Negotiation strategies and techniques
- Service Level Agreements SLAs and performance metrics
- Contract risk management and compliance

#### Day 4: Performance Monitoring and Improvement

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- Implementing vendor performance management systems
- Key Performance Indicators KPIs for vendor relationships
- Continuous improvement and innovation in vendor partnerships
- Vendor relationship health checks and audits

## **Day 5: Risk Management and Conflict Resolution**

- Identifying and mitigating vendor-related risks
- Developing contingency plans and exit strategies
- Effective communication and conflict resolution techniques
- Building long-term, strategic vendor partnerships

## **Practical Wins for Participants**

- Create a comprehensive vendor management strategy aligned with organizational goals
- Develop a customized vendor scorecard and performance monitoring system
- Craft effective SLAs and contract templates for various vendor categories
- Design a risk mitigation plan for critical vendor relationships

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