

Mastering Vendor Relationship Management: A 5-Day Course

Procurement, Contracts & Supply Chain
Accra (Ghana)
06 - 10 Oct 2025

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Mastering Vendor Relationship Management: A 5-Day Course

Ref: 321515_132212 **Date:** 06 - 10 Oct 2025 **Location:** Accra (Ghana) **Fees:** 3300 **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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