# Course 5. IT Supplier Performance Management

## Summary

A wide portfolio of IT suppliers requires careful management to extract the best value and keep your risk as low as possible. Course delegates will gain the skills and techniques to drive exemplary performance from their suppliers. During the course we will identify which suppliers need full supplier management and why, undertake a formal supplier risk assessment, and gain an understanding of contractual risk and how to handle it.

## Key Benefits

1. *Continual improvement* - understand how to drive high and improving supplier performance
2. *Performance Issues* – learn how to close these down before they snowball
3. *Time saver techniques* - Prioritise the right activities with the right suppliers

## Audience

- IT managers involved in managing suppliers
- Sourcing Specialists and Commercial Managers
- Project Managers

## Syllabus

- Supplier Performance Management defined
- Examining failure – case studies of poor performance and its effect
- Why manage suppliers after contract signature?
- Turnstone Categorisation of Suppliers - The Relationship Spectrum
- Attitude and approach
- Activities within Supplier Performance Management
- Controlling cost variation
- Conducting Performance Reviews
- Solving Performance Issues
- Supplier Risk Assessment