

**COURSE OVERVIEW PM0581-4D**  
**Vendor Performance Evaluation Training for**  
**Vendor Relation Management**

**Course Title**

Vendor Performance Evaluation Training for Vendor Relation Management

**Course Reference**

PM0581-4D

**Course Duration/Credits**

Four days/2.4 CEUs/24 PDHs



**Course Date/Venue**

Session(s)	Date	Venue
1	September 02-05, 2024	Club B Meeting Room, Ramada Plaza by Wyndham Istanbul City Center, Istanbul, Turkey
2	November 18-21, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

**Course Description**



***This hands-on, highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.***



This course is designed to provide participants with a detailed and up-to-date overview of the vendor performance evaluation training for vendor relation management. It covers the vendor management fundamentals, vendor management competencies, vendor management terms and concepts, key outsourcing relationship and strategy execution's outsourcing continuum; the VM team roles and responsibilities, expectations and rules for vendor management teams, critical success factors for PBSA teams and typical elements of a project agreement.



During this interactive course, participants will learn the monitoring performance, performance-based monitoring (cultural vs. traditional), monitoring methods and the use of performance standards; managing contract changes; the team roles in modifications, the contract modification process; the performance-based service acquisition overview; the relationship management, managing new service requirements and managing new service requests; and the dispute resolution.

## Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a good working knowledge on vendor performance evaluation training for vendor relation management
- Recognize vendor management fundamentals covering vendor management competencies, vendor management terms and concepts, key outsourcing relationship and strategy execution's outsourcing continuum
- Identify VM team roles and responsibilities as well as expectations and rules for vendor management teams, critical success factors for PBSA teams and typical elements of a project agreement
- Discuss monitoring performance including performance-based monitoring (cultural vs. traditional), monitoring methods and the use of performance standards
- Illustrate managing contract changes covering types of changes, the changes clause, anticipating change as well as risk management in vendor management
- Explain team roles in modifications and contract change considerations
- Recognize contract modification process and change management in vendor management
- Carryout performance-based service acquisition overview and the seven steps in pbsa as well as effective contract performance tools
- Discuss relationship management and communication and the common issues with relationship and governance
- Recognize managing new service requirements, managing new service requests and business change indicators
- Describe dispute resolution, vendor claims, client claims, dispute resolution process, contract clauses to remedy claims and PSBA as a conflict avoidance strategy

## Who Should Attend

This course provides an overview of all significant aspects and considerations of vendor performance evaluation for vendor relations management for procurement practitioners, quality assurance and supply chain professionals, supplier relationship managers, key account managers, bid managers and commercial managers.

## Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos


In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Mike Taylor**, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Data Quality Control, Data Quality Assessment, Data Quality Planning, Data Quality Strategy Management, Data Modelling, Root Cause Analysis & Solution Development, Project Planning, Scheduling & Cost Control Professional, Project Scheduling & Cost Control, Facilitation & Leadership Skills, Coaching, Human Resource Development,**

**Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills, Negotiation Skills, Decision Making Skills, Communication Skills, Emotional Intelligence, Performance Management, Contract Management, Quality Management, Commercial Strategy, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development, Innovation, Sales Strategy and Knowledge & Intangible Asset Assessment Design.** Further, he is also well versed in **Organization Management & Business Consulting, Stakeholder & Supplier Evaluation, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management.** Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21<sup>st</sup> century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider, Founder-Principal/CIO, Subject Matter Expert, Consulting Partner, Executive/Management Development Facilitator, Multinational/Corporate Senior Management Consultant, Senior Quality & Management Consultant, Executive Management Development/Facilitator, Business Consultant/Facilitator, Business & Quality Consultant/Coach, Client Director, Administration Manager, Quality Manager, International Sales & Business Development Executive, Regional Sales Manager, National Key Accounts Manager, Commercial Sales & Marketing Consultant, Admin Assistant, Sales & Marketing Representative, Key Note Speaker, Lecturer and Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American, BHP Billiton, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, Unilever, Kellogg's, BAT, Hershey's, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.**

Mr. Taylor has **Master** degrees in **Leadership & Innovation, Business Administration and Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy.** Further, he is a **Certified Instructor/Trainer, Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

### Course Fee

Istanbul	<b>US\$ 5,000</b> per Delegate + VAT. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	<b>US\$ 4,500</b> per Delegate + VAT. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Vendor Management Fundamentals</b> <i>Vendor Management Competencies • Vendor Management Terms &amp; Concepts • Key Outsourcing Relationship • Strategy Execution's Outsourcing Continuum • Why Do Organizations Outsource?</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<b>Vendor Management Fundamentals (cont'd)</b> <i>Outsourcing Challenges • What Do Organizations Outsource? • Outsourcing Process • Outsourcing Strategy • Outsourcing Tips • Vendor Management Office • Vendor Management Tool Kit</i>
1030 – 1200	<b>VM Team Roles &amp; Responsibilities</b> <i>What does VM Team Manage? • Expectations and Rules for Vendor Management Teams • Critical Success Factors for PBSA Teams</i>
1200 – 1215	<i>Break</i>
1215 – 1420	<b>VM Team Roles &amp; Responsibilities (cont'd)</b> <i>Typical Elements of a Project Agreement • Key Roles of PBSA Management Team • VMO: Generic Roles and Responsibilities</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

#### **Day 2**

0730 – 0930	<b>Monitoring Performance</b> <i>Performance-based Monitoring (Cultural vs. Traditional) • Monitoring Methods • Use of Performance Standards • What, How and Why to Measure</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<b>Monitoring Performance (cont'd)</b> <i>How to Monitor Performance – Tools and Best Practices • Managing Contract Performance • Actions and Remedies • Apply and Reassess Incentives</i>
1100 – 1200	<b>Managing Contract Changes</b> <i>Types of Changes • The Changes Clause • Anticipating Change • Risk Management in Vendor Management</i>



1200 – 1215	Break
1215 – 1420	<b>Managing Contract Changes (cont'd)</b> Team Roles in Modifications • Contract Change Considerations • Contract Modification Process • Change Management in Vendor Management
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 – 0930	<b>Performance-Based Service Acquisition Overview</b> Definitions of Performance-Based Service Acquisition (PBSA) • How PBSA Works and Its Benefits
0930 – 0945	Break
0945 – 1100	<b>Performance-Based Service Acquisition Overview (cont'd)</b> The Seven Steps in PBSA • Effective Contract Performance Tools
1100 – 1200	<b>Performance-Based Service Acquisition Overview (cont'd)</b> Post-Award Phase in PBSA • Differences between Traditional and PBSA Contract Management Issues
1200 – 1215	Break
1215 – 1420	<b>Performance-Based Service Acquisition Overview (cont'd)</b> Crucial Success Factor for Monitoring PBSA Awards
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4**

0730 – 0930	<b>Relationship Management &amp; Communication</b> Know your Stakeholders! • Don't Neglect Relationship Management • What is Governance? • Common Issues with Relationship and Governance • Prerequisites for Relationship and Governance Improvement • Governance Model Characteristics • Steering Committee and Program Office • The Program Office – Vendor Management Team • How to Manage Key Relationships • Develop a Relationship Management Process • Managing Relationships with Senior Management
0930 - 0945	Break
0945 - 1030	<b>Relationship Management &amp; Communication (cont'd)</b> • Managing Relationships with Users • Managing Relationships With VM Team Members • Managing Relationships with Vendor: What is Collaboration? • Performance-Based Business Relationship • Instituting a Business Alliance for Performance Management • Strategic Communication Mechanisms • Tactical Communication Mechanisms • The Collaborating (Partnering) Agreement • Post-Award Orientation Conference • Post-Award Conference Topics
1030 - 1130	<b>Managing New Service Requirements</b> New Service Management – Activities • Managing New Service Requests • Business Change Indicators • Approaches to Add Flexibility to Existing Contracts • Considerations When Negotiating a Contract Change
1130 - 1230	<b>Dispute Resolution</b> Vendor Claims • Client Claims • Dispute Resolution Process • Contract Clauses to Remedy Claims

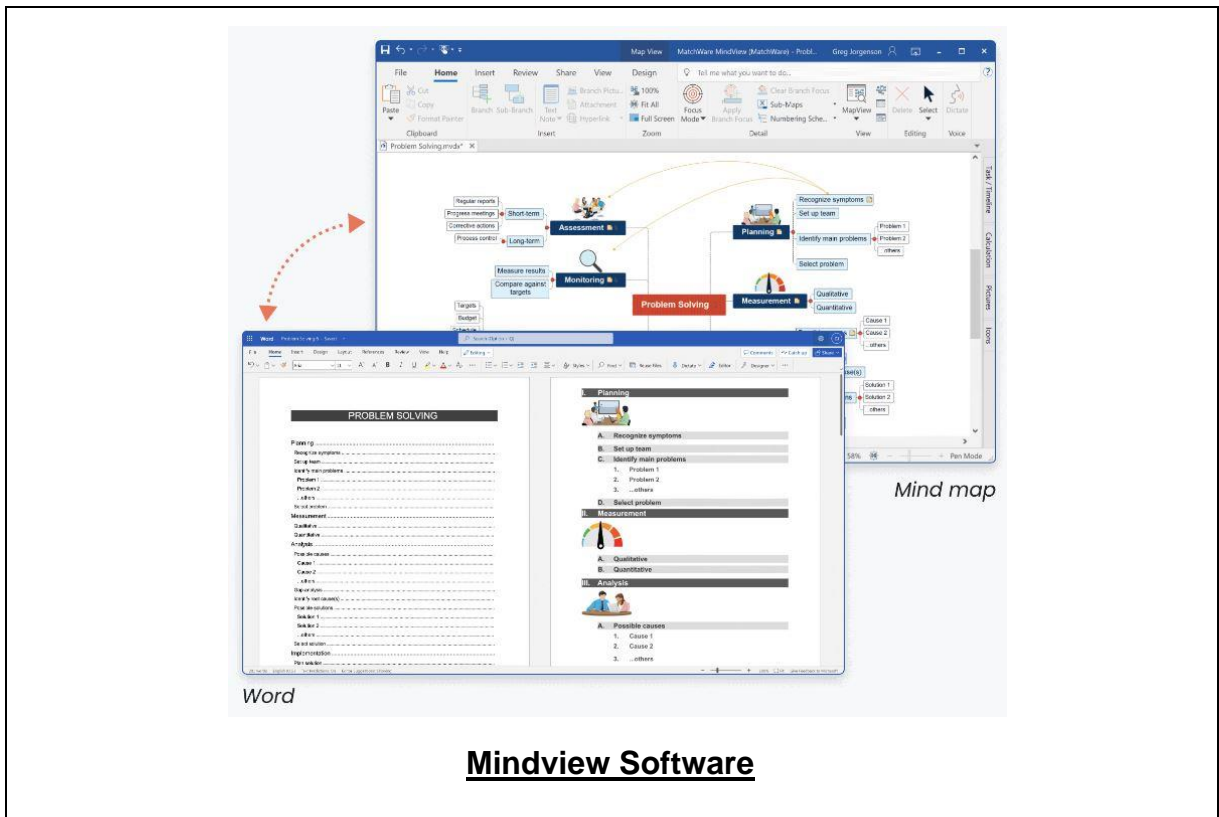


1230 - 1245	Break
1245 - 1315	<b>Dispute Resolution (cont'd)</b> <i>PBSA as a Conflict Avoidance Strategy • Beyond Disputes and Litigation • Partnering in PBSA</i>
1315 - 1330	<b>Course Conclusion</b>
1330 - 1345	<b>POST-TEST</b>
1345 - 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Simulator (Hands-on Practical Sessions)**

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the “MS Project” and “Mindview Software”.





**Course Coordinator**

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