

# € TRAINING

Managing Vendor Qualification, Performance  
& Contract Compliance





# Managing Vendor Qualification, Performance & Contract Compliance

## Introduction:

Are we doing the right things? Despite all our efforts, deliveries are late, over budget and below performance. The way that we approach our procurement has a marked effect on the result; therefore we have to ensure we use the right processes and criteria to select our suppliers.

This conference will use the system approach to demonstrate the optimal method in vendor qualification, enhance performance, and ensure contract compliance.

## Conference Objectives:

At the end of this conference the participants will be able to:

- Cover the vital steps in a proper supplier evaluation
- Match customer requirement with the correct supplier segmentation
- Develop meaningful performance measures
- Learn how to use those performance results for continuous improvement
- Cast the net wide enough to ensure an adequate number of suppliers to select from
- Select only the best suppliers to participate
- Measure their performance objectively
- Ensure that they perform according to expectations

## Targeted Audience:

- Contracts, Procurement and Project Personnel
- Engineering, Operational, Quality and Maintenance Personnel
- And all others who are involved in interfacing with contractors or suppliers in the acquisition of materials, equipment, parts, and services or anyone who wants to improve supplier performance and gain successful outcomes from contracting situations

## Conference Outlines:

### Unit 1: Vendor Qualification: Compiling an Approved Supplier List:

- Determining the goals and objectives of Procurement
- Formulating a proper Procurement strategy
- Involving the end-user in determining the required technologies
- Developing an approved supplier list based on the required technologies
- Compiling supplier selection criteria
- Forming commodity teams to evaluate and provide supply solutions

## Unit 2: Supplier Assessment:

- Supplier initial questionnaire
- Detailed supplier investigation
- Quality management systems
- Performing a supplier assessment
- Process capability studies
- Certification of suppliers
- ISO Certification
- Setting acceptance criteria
- Engaging the supplier during the tender process

## Unit 3: Supplier Performance - What to Measure?

- Carrot or stick?
- Setting of objects that are aligned with the goals of the company
- Characteristics of a good performance measurement system
- Developing a supplier performance system
- Sources of data
- Common mistakes in data recording
- Implementing the system

## Unit 4: Supplier Performance - Interpreting the Results:

- Rating the individual supplier
- Ranking your suppliers
- Disseminating the results: what to do and what not to do
- Rewarding good behavior
- Supplier recognition
- Punishing bad behavior
- Corrective Action Procedures

## Unit 5: Remedies for Breach of Contract:

- What constitutes a breach?
- The different types of breaches
- The different remedies available
- Determining the quantum of damages
- Liquidated damages
- Equitable damages
- Court injunction

## Unit 6: Determining the Outcome:

- Project close-out report
- Time
- Performance/Quality
- Cost
- Lessons learned