Organisations are continually under pressure to offer better, higher quality, more cost-effective products & services in the pursuit of their corporate objectives. The procurement process is critical to achieving this target, as companies seek to reduce expenditure in order to achieve larger profits. Management of an adequate supplier base is therefore crucial to the successful delivery of procurement strategies as such organisations become increasingly dependent on third parties to provide goods and services which are critical to their performance.

As a result, the success of procurement functions within an organization is often measured indirectly through the performance of its’ key suppliers. Supplier Relationship Management has now become a fundamental skill that needs to be embraced by management professionals.

This workshop seeks to equip corporate & public sector professionals with a clear understanding of the tools, techniques and skills required to build successful supplier relationships that would drive sustainable competitive advantage, offer value and reduce waste.

Who Should Attend?
- Corporate staff in charge of contracting/out-sourcing and purchasing functions, with the responsibility for evaluating, selecting, and monitoring company suppliers/sub-contractors;
- Professional staff from related functions such as administrative, support, supply chain management, operations, facility management, inventory planning, warehousing and control;
- Project managers involved plant and equipment development projects;
- Technical personnel involved in performance specification of plant and equipment;
- Engineering planners working with complex maintenance material requirements;
- Quality managers seeking to understand how suppliers are selected;
- Financial managers seeking to understand how procurement activities and suppliers impact the bottom line;
Module One

ESSENTIALS OF PROCUREMENT

Definition, scope and elements of procurement

- The expectations of the Procurement Function
- The Essentials of Procurement
- The ‘Rights’ of Procurement
- The Procurement cycle
- The Business Requirements
  - quality, conformance to specification
  - cost, value, delivery timelines
- Total Cost Of Acquisition
- The critical need to ‘Knowing your Market’
- RAQSCI – Regulations, Assurance of Supply, Quality, Service, Cost, Innovation (in the procurement cycle)
- Procurement Strategies
  - Strategies used in Value Creation
    - Aggregation
    - Reduction of maverick spending
    - Increased ‘on contract’ expenditure
    - Cross - sector spend collaboration
    - Greater third sector penetration
    - Process efficiency savings

Stock / Inventory

- Raw materials, work in progress, finished goods, quarantine goods, goods in the distribution network, goods in the upstream supply chain etc.
- Efficiencies & Inefficiencies of holding stock
  - Cost of stock-outs outweighs cost of holding?
- The expectations of the Procurement Function
- The Essentials of Procurement
- The ‘Rights’ of Procurement
- The Procurement cycle
- The Business Requirements
  - quality, conformance to specification
  - cost, value, delivery timelines
- Total Cost Of Acquisition
- The critical need to ‘Knowing your Market’
- RAQSCI – Regulations, Assurance of Supply, Quality, Service, Cost, Innovation (in the procurement cycle)
- Procurement Strategies
  - Strategies used in Value Creation
    - Aggregation
    - Reduction of maverick spending
    - Increased ‘on contract’ expenditure
    - Cross - sector spend collaboration
    - Greater third sector penetration
    - Process efficiency savings

- Inadequate Inventory:
  - Risk to output
  - Risk to revenue
  - Risk to the customer
  - Risk to your reputation
- Excess Inventory:
  - Risk to handling costs
  - Risk to storage costs
  - Risk of damage & obsolescence
  - Risk to cash flow
- Lead time
  - Definition of Lead Time
- Factors to consider when reviewing lead times:
  - Urgency of the need
  - Speed of the purchasing process
  - Volumes requested
  - Availability of raw materials
  - Supplier Location
  - Processing and Production times
  - Modes of transport available
  - Documentation requirements
  - Customs clearance / Regulatory
  - Receipt and Inspection

Module Two

SUPPLIER RELATIONSHIP MANAGEMENT

- The process of selecting, developing and managing the Supplier
- Supplier data
- Capability of the supplier(s)
- Structure of the supply market & inherent market data;
- Category data

The course director, a former Category Manager (Technology) at Standard Chartered Bank brings a blend of interactive practical examples to the course as a result of expertise gathered over the years from working in various multinational organisations across different markets. She started her procurement career in Alan Dick Ltd, a telecoms infrastructure company with offices in 28 countries across Asia, Africa, Europe and America offering towers, monopoles, cellular and GSM antennas, mobile cell sites, wireless component solutions, including WiFi, WiMAX and fixed line broadband solutions. While serving there, she was part of a cross-functional team sourcing components needed to deploy multiple batch of Base Transceiver cell sites (BTS) within tight deadlines for one of its’ major GSM clients - MTN Communications.

In 2004 she joined Gateway Telecoms Integrated Solutions (now known as Vodacom Business Africa Limited) a pan-African firm which currently offers telecommunications services to millions of customers in sub-saharan Africa. By 2008 she was engaged by the Nigerian office of Standard Chartered Bank Group (which operates in more than 70 countries worldwide), to handle sourcing of a diverse range of technology-related hardware, software and telecoms services, including broadband data connectivity leased lines, storage solutions, structured cabling networks and Automated Teller Machines (ATM).

One of her recent cross-border assignments was the fit-out of a new representative office in Luanda, Angola with an appropriate Unified IP Communications solution and other technology infrastructure required for branch’s operations. She has also worked in other African countries such as Kenya and Botswana and engaged suppliers on a wide variety of projects. Her background also includes brief stints in the consumer retail industry and downstream oil service logistics.
Module Three

SUPPLIER GOVERNANCE MODEL:

Direction & Strategy:
- Strategic alignment
- Supplier relationship management
  - supplier performance
  - build trusting relations
  - develop collaborative styles of working
- Business values alignment
  - Deliverables:
  - Evidence of the reviews
- Partnership or supplier escalated issues:

Relationship & Growth
- Partnership development.
  - Work with supplier to handle any regulatory queries or other periodic reports required by regulators;
  - Review if business case(s) is being met;
  - Share plans & key updates of both firms viz. supplier & buyer organization;
  - Review supplier product/service development;
  - Discuss performance summary,
- Commercial awareness: Alternatively described as “inside the seller’s head”
  - Deliverables: Reports per agreed timelines and timely responses to regulatory queries
- Vendor Balanced Scorecard
- Product/service growth
- Commercial management
- Contract escalated issues; Review & track service related issues, communication breakdown etc;
- Root cause analysis / problem resolution
- Review invoicing & payment matters
- Internal & external compliance management

Supplier Performance & Compliance & Risk Management
- Operational Service Delivery
- Performance management
- SLA / KPI reporting
- Contract compliance
- Invoicing & payment matters;
- Channel Risk
- Process Risk
- Contractual Risk
- Contract Management Risk
- Supplier Performance Risk
- Supplier Sustainability Risk

Termination
- Consistently poor supplier performance
- Downward performance trend
- Failure of supplier to achieve goals/benefits
- Specific material issues or contractual breaches;
- Rewarding supplier performance;
- Software for tracking supplier spend data, activity logs and service delivery patterns;
Suppliers Relationship, Performance Management & KPIs

19 - 21 Mar, 2014.
Lagos, Nigeria

£1200 per delegate excluding VAT and other statutory taxes (fee covers tuition, course materials, lunch and refreshments). Delegates are required to make their own arrangements for transportation and accommodation. Group discount of 10% for 3 or more delegates from the same institution.

Disclaimer: Jeff & O’Brien reserves the right to change or cancel any part of its training program due to unforeseen circumstances.

This program like any other Jeff and O’Brien events can be conducted on an in-house basis. On interest please contact training@jeffandobriengroup.com

To register:
Fill the details below and forward by email to training@jeffandobriengroup.com or communicate by email the details of your nominees to receive our invoice.

Personal details of delegates:
(Please photocopy this form for additional delegates.)

Surname: ____________________________ First Name: ____________________________ Other Names: ____________________________
Company: ____________________________ Position: ____________________________
Address: ____________________________
Country: ____________________________
Tel: ____________________________ Fax: ____________________________ Email: ____________________________

Method of payment:
All payment should be made payable to Jeff & O’Brien

This is a prepaid event of Jeff & O’Brien:
Evidence of payment must be shown on demand before entrance into class.

Sponsoring organisation:
Company Name: ____________________________
Approving officer: Name: ____________________________ Position: ____________________________
Signature: ____________________________ Date: ____________________________

Cancellation policy:
We take all registrations which are triggered by the filling and submission of this form to us very seriously and do consider it as an intention to participate in our programs. We therefore make adequate arrangements which involve financial commitments on behalf of the delegate.

For cancellations the following will apply:
- All cancellations must be in writing
- Cancellations more than 2 weeks prior to course date, full course fee will be refunded less administrative charges of £150
- Cancellations that are 2 weeks prior to the course commencement, 50% of course fee will be refunded
- Cancellations less than 2 weeks prior to the course commencement, no refunds will be made, but replacements will be accepted at no extra cost

Jeff & O’Brien will demand full payment for registrations made if participants do not show up for the program and the cancellation policy has not been adhered to.

Cash back offer:
We offer discounts for registrations & payments made in the following periods before the course dates:
- A cash back will be issued after payment
- 30 days before the course date: 5%
- 60 days before the course date: 10%

Note: This offer is mutually exclusive of any other discount offer and delegates can only choose either but not both discount offers.

www.jeffandobriengroup.com
Email: training@jeffandobriengroup.com