

# Mastering Contracting and Supplier Performance Management

## COURSE OVERVIEW

This course focuses on the skills, frameworks, and governance practices required to create strong contracts and drive high-performing supplier relationships. Contracting ensures clarity, fairness, and enforceability in business agreements, while supplier performance management provides the tools to monitor delivery, manage risks, and build partnerships that generate long-term value. This course helps participants with practical approaches to contract design, negotiation, and performance oversight, enabling organizations to achieve compliance, efficiency, and strategic advantage through supplier collaboration.

## WHO SHOULD ATTEND?

The target audience for this course includes procurement professionals, supply chain managers, vendor management specialists, contract managers, and operational leaders responsible for overseeing supplier relationships and ensuring contract compliance. It is also well-suited for middle to senior management involved in sourcing, purchasing, and supplier evaluation who aim to optimize supplier performance, manage risks, and drive value through effective contracting and performance monitoring. This course benefits those seeking practical tools and strategies to enhance supplier collaboration, enforce service level agreements, and implement key performance indicators in supplier management.

## COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Explain the fundamentals of contracting and supplier performance management.
- Draft and negotiate contracts that align with organizational objectives.
- Establish performance metrics and service-level agreements (SLAs).
- Monitor and evaluate supplier compliance and delivery outcomes.
- Address underperformance and resolve supplier disputes effectively.
- Apply risk management practices in supplier governance.
- Strengthen collaboration to drive innovation and value creation.
- Measure the business impact of supplier performance strategies.

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Essential principles of effective contracting.
- Techniques for developing and managing SLAs.
- Tools for monitoring supplier performance and compliance.
- Strategies for addressing risk and underperformance.
- Methods for building collaborative supplier relationships.
- Approaches to driving innovation through supplier partnerships.
- Governance frameworks for accountability and transparency.
- Practical examples of successful supplier performance management.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded