

Managing Supplier Relationships – ONLINE

Level: Intermediate

Description

Getting the best out of a supplier is the primary focus of any contract manager. By establishing and building a good working relationship you can establish a rapport and build a good level of trust between yourself as a buyer and the supplier.

This course examines how trust is built and relationships are formed and works through some of the issues and challenges of managing supplier performance. By looking at concepts such as business ethics and the factors that affect a business relationship, the course provides practical tips and tricks for contract managers.

The course steps through some of the key elements of managing supplier performance and identifies specific tactics that can be used to ensure the supplier delivers what they are expected to.

The course also examines what to do when difficulties arise and how an agreement may need to be amended in the event of any changes.

Learning Outcomes

On completion of the course participants should be able to:

- Understand how to create relationships and the process to build trust
- Understand some elements of Australian Consumer law as they apply to contracts
- Understand business relationships between buyer and seller
- Understand the importance of operating within an ethical framework
- Understand the process to amend a contract or a form of variation

Program Content

9 videos – 6.0 hours of learning

- Overview
- Module 1: Trust and Relationships
- Module 2: Contractual Agreements
- Module 3: The Business Relationships
- Module 4: Business Ethics
- Module 5: Supplier Performance
- Module 6: Dealing with Issues
- Module 7: Amending the Contract
- Summary