

SRMP SUPPLIER RELATIONSHIP MANAGEMENT PRACTITIONER

- Networking with the people next to you. Why should you know them?
 - This course is about relationships and you will start by creating relationships within the group that will last long beyond the end of the five days. Long-term networking is essential to successful careers and this course will start by helping you to create great networking opportunities with the professionals present, including the expert trainer Martin Chalkley.
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- Understanding IACCM
 - Foundation principles of SRM and the challenge of contracting
 - Becoming the customer of choice
 - Practical application
 - Work in small groups: practical use of the five key attributes in becoming a customer of choice. How will it drive competitive advantage to your company? Learning ways to impact your organization's development.
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- Suppliers as a source of value
 - The basics of contracting
 - Practical application
 - Delegates will work in small groups to look at the effect of relationship management in a real world example from the USA. They will learn and discuss why the example studied was considered an unsuccessful project.
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- Understanding the supply base
 - Value erosion: do our suppliers suffer from our own organizational culture?
 - Practical application
 - Working in small groups, delegates will look at the principles of organizational change within an organization. They will investigate 6 facts that define more future looking company and be introduced to a real life example from Australia where a company drove successful change into their organization and affected true bottom line profitability. Delegates can request that real life situations are explored from their companies.
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- Approaches to sourcing relationships with our suppliers
 - Practical application
 - Investigate a variety of sourcing approaches to solve a global organization's requirement for a change of business strategy. They will understand the impact of choosing one approach over

another on the resultant internal organization structure and how that impacts the practices of SRM. Delegates can request that real life situations are used from their companies.

- Segmenting the supply chain. Which suppliers are more important to you?
- Benchmarking performance and how can we be better together?
- Practical application
- Work in small groups: design the inputs and outputs for a benchmark study that can be taken back and implemented to your work place. Delegates may use direct examples from their own organizations. A benchmarking practice from a leading organization will be discussed as an example.
- Understanding the stakeholder community, internal and external
- Practical application
- Work in group: develop a stakeholder map for one of the exercises already undertaken.
- Individual work: build a stakeholder map for one of their own supply chain relationships. Apply critical thought to the relative influence of different stakeholders on your supplier activities.
- Communicating about SRM
- Practical application
- Having identified stakeholders in the previous exercise, delegates will design elements of a communications strategy for one of the exercises already undertaken. Delegates can request that real life situations are used from their companies.
- Managing the SRM environment
- Practical application
- Over the course of the day, delegates will consider few exercises: who they are, understand their make up and realize new ways of approaching relationships. New approaches to communication can be taken into their working environment and they will gain a better understanding of how and why they react in different business situations.
- Managing supplier claims and disputes
- Practical application
- Work in small groups: work through a sample dispute and look to understand how different approaches to resolution can lead to beneficial outcomes. Which is the best approach? Delegates can request that real life situations are used from their companies.

- Managing change in the contractual environment. How does it affect relationships?
 - Practical application
 - Using the eight principles introduced earlier in the day from Collaborative Supplier Relationship Management, the delegates will prepare a presentation on the similar opportunities that they face within their organizations to become more collaborative, simplify their approach to managing suppliers and improve the relationship quality that they have across the strategic supply chain.
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- Summing up and ending supplier relationships