



# CERTIFIED SUPPLIER PERFORMANCE PROFESSIONAL

LIVE ONLINE CERTIFICATION

## 2025 EDITIONS:

- > 30 - 04 JULY
- > 01 - 05 DECEMBER



Identifying the right tools and methods to effectively manage supplier performance.

### Key business benefits:

- > Increase business performance by gaining more control over the suppliers' performance;
- > Significantly improve business results by working with the relevant KPIs and supporting instruments;
- > Consolidate your competitive advantage by addressing, in real time, the risks associated with selection, contracting and monitoring performance of suppliers.

### Over the last years, the team at The KPI Institute:

- > Documented 21,000+ KPIs from 16 functional areas and 25 industries;
- > Reviewed 1,000+ performance reports from 125 countries;
- > Referenced 30,000+ resources as part of the documentation process.



# Course overview



The training course is designed to develop the key competencies necessary to efficiently manage and growth the suppliers' performance and optimize the relationship with buyers and other procurement stakeholders. Moreover, participants will benefit from a powerful learning experience mixing practical information delivery with well-designed practical activities and study cases, constantly stimulating the interaction between participants and knowledge sharing. As a key differentiator, the course provided by The KPI Institute focuses on a practice-related side of suppliers' management, using a comprehensive KPIs development and monitoring framework, backed up by a ready-to-use performance toolkit.

## 👤 Participants' profile

### › Professional activating in purchasing, procurement and strategic sourcing areas

Professionals working in departments such as procurement, logistics, retail, manufacturing and distribution or related to procurement processes, interested in improving the performance of their supplier activities and bringing strategic and sustainable value to their organizations.

### › Middle/lower management professionals

Individuals such as buyers, procurement managers, but also key accountants which are involved in procurement-related planning, management, project tracking or performance monitoring. The tools and resources offered as part of the course enable participants to immediately apply the concepts learned within their organizations.

## + Benefits

- › Efficiently manage the procurement activity area, based on a thorough understanding of the supplier relationship dynamics;
- › Take adequate measures that reflect the company's competitive advantage in developing and proper usage of supplier selection and evaluation tools;
- › Have a significant contribution as part of the team involved in procurement and strategic sourcing areas;
- › Generate value for your business by applying a modern performance management framework;
- › Enhance your practical learning experience by getting full access to a variety of relevant resources and ready-to use tools designed to help you attain outstanding results.

## + Learning objectives

- › Develop and implement a supplier selection process;
- › Use different supplier segmentation models;
- › Identify risks and develop response strategies;
- › Select relevant KPIs to monitor and improve your supply chain performance;
- › Implement a rigorous supplier relationship strategy.

# Agenda



## Day 1 - 4h

### Understanding supplier performance

- › The importance of performance in managing suppliers
- › Elements of performance management architecture in supplier management
- › Stakeholders involved in supplier management
- › Supplier performance as an organizational process

### Supplier selection

- › Supplier selection process
- › Suppliers selection requirements and criteria development
- › Supplier selection methods & tools
- › Supplier evaluation
- › Success factors in supplier selection process

## Day 2 - 4h

### Supplier relationship design

- › Key elements of purchasing – procurement – strategic sourcing
- › Strategic sourcing approach of suppliers
- › Supplier panel development and management
- › Supplier segmentation models

### Supplier contracting

- › Challenges in drafting contracts
- › Risk identification in the contracting process
- › Positioning strategies when negotiating with suppliers
- › Contract management: key tasks and responsibilities
- › Steps to set up successful contracts

## Day 3 - 4h

### Performance Through Service Level Agreements (SLAs)

- › SLA success factors (service and management)
- › Building the SLA based on company competitive advantage

### Sourcing KPIs to generate suppliers' performance

- › Definition and usability of KPIs
- › KPIs and metrics selection
- › KPI selection sources
- › KPI selection techniques
- › KPI target setting
- › KPI documentation as a key success factor

## Day 4 - 4h

### Supplier Performance Monitoring

- › Scorecard and Dashboards development process
- › Setting objectives and clusters for a supplier scorecard

### Supplier Relationship Management

- › The reasons for supplier performance management
- › Challenges in SRM: cost of poor quality
- › Collaborative approach in developing strategic partnerships
- › SRM Governance
- › Assessing the SRM maturity level of an organization

## Day 5 - 4h

### Supplier performance evaluation

- › Internal capability for managing supplier evaluation
- › Key aspects of supplier performance evaluation
- › Performance evaluation criteria development
- › Evaluation methods
- › Managing non-conformances
- › Supplier performance reviews

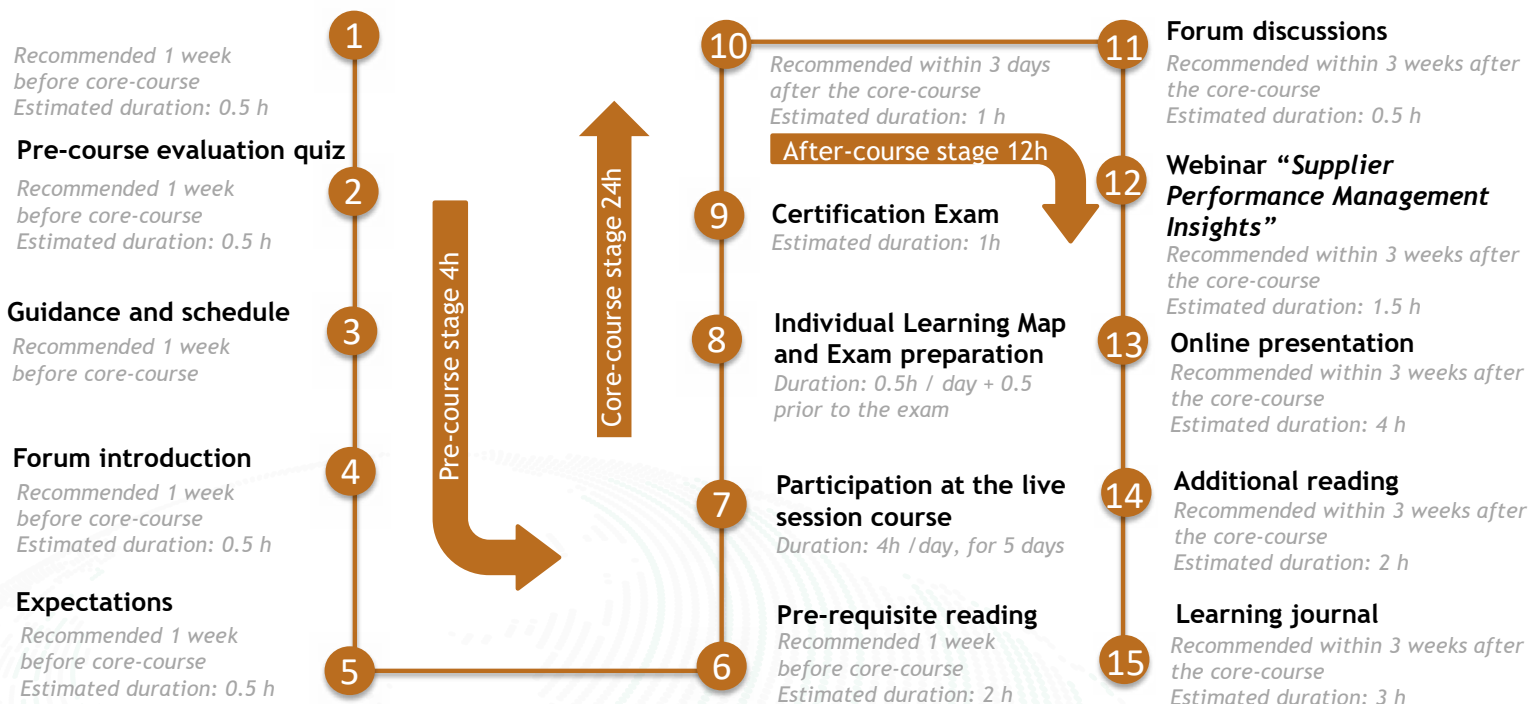
### Risks and communication management with suppliers

- › Risk management process
- › Risk analysis
- › Key Risk Indicators
- › Risk intervention plans
- › Supplier communication framework

### Review and Q&A

- › Course review
- › Q&A

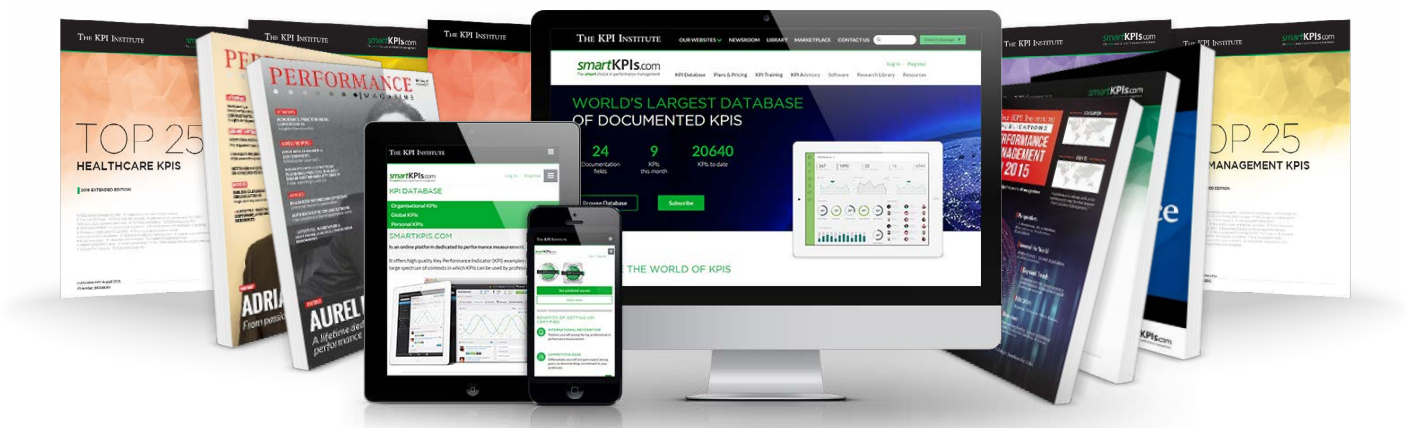
# Certification Process



The certification process is finalized only when you complete all of the 3 stages of the learning experience. You will receive:

- Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience and the full payment was received by contractor.

# Educational resources



## Course materials

- › Course Slides
- › Course notes
- › Course quiz
- › Course Roadmap Infographic

## The qualitative reports

- › Performance Management in 2012 – 2018

## Supplier Performance Toolkit:

- › Supplier Performance Scorecard
- › Supplier Performance Dashboard
- › Supplier Evaluation Form
- › Contract Management Plan
- › Risk Management Plan

## Premium subscription on [smartKPIs.com](http://smartKPIs.com)

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20,000 KPIs enlisted and one research report from the Top 25 KPIs series.

# Faculty



The KPI Institute retains the authority to designate facilitators for each training course based on business requirements. The TKI Faculty continually expands by incorporating subject matter experts and experienced professionals to guarantee an exceptional experience for our trainees. Consequently, the facilitator assigned to the course may undergo changes prior to the actual delivery date. For information about the appointed facilitator for each session, kindly contact your sales representative or reach out to [office@kpiinstitute.org](mailto:office@kpiinstitute.org).



### Cristina Bleoaca

Management Consultant  
 Expertise: Operations Management, Performance Measurement, Procurement, and Supplier Management.



### Cristina Mihailoiaie

Business Unit Manager - Research Division  
 Expertise: Strategic Planning and Execution, Performance Measurement, Employee Performance Management, Maturity Assessment, Operational Governance

## Course Fees

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 30 - 4 July	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500
	> 01 - 05 December	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500

## Join as a Group

### Customized Live Online Group Training Programs

The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.

# Benefits of customized live online sessions



## ▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

## ▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

## ▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

## ▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

## ▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.

Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	3 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at [office@kpiinstitute.org](mailto:office@kpiinstitute.org) or contact one of the region representatives.

## Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

\*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

\*\*Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation

# Registration

## 3 ways to register

### Online

marketplace.kpiinstitute.org

### Direct contact

Call us and we will assist you through the registration process.

**Middle-East Delegate**  
**Teodora Gorski**  
**Managing Director MENA**  
**E: teo.gorski@kpiinstitute.com**  
**M: +971 55 787 6427**

**Worldwide Delegate**  
**Alexandru Muntean**  
**Head of Customer Engagement**  
**E: alex.muntean@kpiinstitute.com**  
**M: +40 747 060 997**

### Registration form

Email us with your registration details

## Payment

### Credit card

Pay by credit card using the online facility.

### Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

## Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

### Participant details:

Mr.  Mrs.

.....  
 First name

.....  
 Last name

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 Job title

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 Email

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 Phone

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 Organization

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 Department

.....  
 Date of training course

.....  
 Training course

.....  
 City

.....  
 Country

### Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

### Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

.....  
 Signed

.....  
 Date

.....  
 Company stamp

The Customer acknowledges and agrees that all materials provided by The KPI Institute, including but not limited to the live presentations, any audio-visual presentations, and the handout materials distributed pre, during and after the training course, shall at all times remain the sole and exclusive property of The KPI Institute. They cannot be made public, and can only used for the purpose of the individual course participant's benefit. In no event shall the Customer use the live presentations, any audio-visual presentations, and/or the handout materials for any other purpose, including but not limited to the offering of any course, training or seminar that in any manner competes with the course or any portion thereof. This provision shall survive the termination or expiration of this Agreement.



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## MIDDLE EAST DIVISION

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## HEADQUARTERS

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