

COURSE OVERVIEW LM0055
Supplier Development Program

Course Title

Supplier Development Program

Course Date/Venue

Session 1: April 13-17, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Session 2: August 25-29, 2025/Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE



Course Reference

LM0055



Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.



This course is designed to provide participants with a detailed and up-to-date overview on Supplier Development Program. It covers the importance of supplier relationship management (SRM); assessing supplier strengths and weaknesses; conducting supplier capability assessments and mapping supplier processes to buyer needs; the supplier development process, risks in the supplier base and risk mitigation strategies; monitoring supplier compliance with risk protocols; classifying suppliers based on performance and potential; and the supplier performance metrics and supplier audits.



Further, the course will also discuss the use of benchmarking data to set improvement targets and design supplier scorecards for performance tracking; identifying root causes of poor supplier performance and tools for root cause analysis; providing constructive feedback to suppliers and structuring regular feedback sessions; creating a culture of open communication; the capacity building for suppliers and leading practices in supplier development; the technology integration with suppliers and joint process improvement; providing financial incentives for supplier improvement; and offering financing options for supplier growth.

During this interactive course, participants will learn to adopt sustain able practices, measure the environmental impact of supplier operations and set sustainability goal for the supply chain; build strategic alliances, develop supplier innovation programs and integrate supplier into value chains; the conflict resolution with suppliers, collaboration in risk management and supplier engagement and motivation; the impact of supplier development programs, sustain long-term supplier development and digital transformation in supplier development; and developing a supplier development action plan.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain in-depth knowledge on supplier development
- Discuss the importance of supplier development and the key principles of supplier relationship management (SRM)
- Assess supplier strengths and weaknesses, conduct supplier capability assessments and map supplier processes to buyer needs
- Illustrate supplier development process, identify risks in the supplier base, develop risk mitigation strategies and monitor supplier compliance with risk protocols
- Classify suppliers based on performance and potential, recognize supplier performance metrics and conduct supplier audits
- Use benchmarking data to set improvement targets and design supplier scorecards for performance tracking
- Identify root causes of poor supplier performance and tools for root cause analysis
- Provide constructive feedback to suppliers, structure regular feedback sessions and create a culture of open communication
- Apply capacity building for suppliers, lead practices in supplier development, technology integration with suppliers and joint process improvement
- Provide financial incentives for supplier improvement and offer financing options for supplier growth
- Encourage suppliers to adopt sustain able practices, measure the environmental impact of supplier operations and set sustainability goal for the supply chain
- Build strategic alliances, develop supplier innovation programs and apply supplier integration into value chains
- Carryout conflict resolution with suppliers, collaboration in risk management and supplier engagement and motivation
- Measure the impact of supplier development programs, sustain long-term supplier development and apply digital transformation in supplier development
- Develop a supplier development action plan by creating a custom action plan, identifying focus areas and priorities and setting short-term and long-term goals

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of supplier development program for procurement managers/officers, project managers, operations managers, supply chain managers, quality assurance managers, vendor managers, purchasing managers/buyers, senior leadership/executives, supplier development specialists, continuous improvement/lean practitioners and sourcing specialists.

Course Fee

US\$ 8,000 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos


In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- 
The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pan Kidis, MBA, BSc, is a Senior Logistics & Management Consultant with over 30 years of extensive experience in Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in Cash Flow Management, Decision Making Techniques, Production Planning & Scheduling, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation. He is currently the Business Analyst of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece**. Further, he is a **Certified Instructor/Trainer** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.



Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0900	Overview of Supplier Development Definition and Importance of Supplier Development • Objectives of a Supplier Development Program • Benefits for Buyers and Suppliers • Common Challenges in Supplier Development Initiatives
0900 - 0930	Supplier Relationship Management (SRM) Building Strong Buyer-Supplier Relationships • Key Principles of SRM • Differentiating Between Strategic and Transactional Suppliers • Role of Communication in SRM
0930 - 0945	Break
0945 - 1130	Understanding Supplier Capabilities Assessing Supplier Strengths and Weaknesses • Conducting Supplier Capability Assessments • Mapping Supplier Processes to Buyer Needs • Identifying Opportunities for Improvement
1130 - 1230	Supplier Development Frameworks Key Steps in a Supplier Development Process • Aligning Supplier Development with Organizational Goals • Setting Clear Objectives for Supplier Improvement • Monitoring Progress Over Time
1230 - 1245	Break
1245 - 1320	Risk Management in Supplier Development Identifying Risks in the Supplier Base • Developing Risk Mitigation Strategies • Monitoring Supplier Compliance with Risk Protocols • Case Studies of Supplier-Related Risks
1350 - 1420	Supplier Segmentation Classifying Suppliers Based on Performance and Potential • Criteria for Strategic vs. Non-Strategic Suppliers • Importance of Supplier Segmentation in Development • Tailoring Development Initiatives Based on Segmentation
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

0730 - 0830	Supplier Performance Metrics Key Performance Indicators (KPIs) for Suppliers • On-Time Delivery and Quality Performance Metrics • Cost Efficiency and Financial Stability • Innovation and Sustainability as Performance Measures
0830 - 0930	Conducting Supplier Audits Purpose of Supplier Audits in Development Programs • Steps in Planning and Conducting Supplier Audits • Tools for Evaluating Audit Results • Addressing Audit Findings with Corrective Actions
0930 - 0945	Break



0945 – 1130	Supplier Benchmarking Comparing Suppliers Against Industry Standards • Identifying Best Practices from High-Performing Suppliers • Using Benchmarking Data to Set Improvement Targets • Challenges in Collecting and Analyzing Benchmarking Data
1130 – 1230	Supplier Scorecards Designing Supplier Scorecards for Performance Tracking • Integrating Scorecards into Supplier Management Processes • Using Scorecards to Communicate Performance Expectations • Updating Scorecards Based on Evolving Business Needs
1230 – 1245	Break
1245 – 1330	Root Cause Analysis for Supplier Issues Identifying the Root Causes of Poor Supplier Performance. • Tools for Root Cause Analysis (5 Whys, Fishbone Diagram • Collaborating with Suppliers to Resolve Underlying Issues • Preventing Recurrence of Performance Problems
1330 - 1420	Feedback Mechanisms for Suppliers Providing Constructive Feedback to Suppliers • Structuring Regular Feedback Sessions • Encouraging Suppliers to Provide Feedback to Buyers • Creating a Culture of Open Communication
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 – 0830	Capacity Building for Suppliers Identifying Gaps in Supplier Capabilities • Providing Training and Development Programs • Role of Mentorship in Supplier Capacity Building • Monitoring the Impact of Capacity-Building Initiatives
0830 – 0930	Lean Practices in Supplier Development Introduction to Lean Principles for Suppliers • Identifying and Eliminating Waste in Supplier Processes • Implementing Continuous Improvement Initiatives • Benefits of Lean Practices for Suppliers and Buyers
0930 – 0945	Break
0945 – 1130	Technology Integration with Suppliers Leveraging Technology to Improve Supplier Operations • Implementing Supply Chain Visibility Tools • Supporting Suppliers in Adopting Automation and Digital Tools • Monitoring the Impact of Technology on Supplier Performance
1130 – 1230	Joint Process Improvement Identifying Inefficiencies in Joint Buyer-Supplier Processes • Collaborating on Process Improvement Projects • Measuring Outcomes of Joint Initiatives • Strengthening Partnerships through Co-Innovation
1230 – 1245	Break
1245 – 1330	Financial Support & Incentives Providing Financial Incentives for Supplier Improvement • Offering Financing Options for Supplier Growth • Aligning Incentives with Performance Targets • Balancing Support with Accountability





1330 - 1420	Sustainability in Supplier Development Encouraging Suppliers to Adopt Sustainable Practices • Measuring the Environmental Impact of Supplier Operations • Setting Sustainability Goals for the Supply Chain • Supporting Suppliers in Achieving Sustainability Certifications
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4

0730 - 0830	Building Strategic Alliances Identifying Potential Partners for Strategic Alliances • Benefits of Collaborative Supplier Relationships • Aligning Goals and Expectations for Alliances • Ensuring Long-Term Commitment from Both Parties
0830 - 0930	Supplier Innovation Programs Encouraging Suppliers to Contribute Innovative Ideas • Structuring Supplier Innovation Programs • Recognizing and Rewarding Supplier Innovations • Measuring the Impact of Innovation on Business Outcomes
0930 - 0945	Break
0945 - 1130	Supplier Integration into Value Chains Integrating Suppliers into Production and Planning Processes • Improving Information Sharing Across the Supply Chain • Managing Challenges in Supplier Integration • Enhancing Supply Chain Resilience through Integration
1130 - 1230	Conflict Resolution with Suppliers Identifying Sources of Conflict in Supplier Relationships • Mediation and Negotiation Techniques • Establishing Conflict Resolution Protocols • Learning from Conflicts to Strengthen Relationships
1230 - 1245	Break
1245 - 1330	Collaboration in Risk Management Working with Suppliers to Identify Supply Chain Risks • Developing Joint Risk Management Strategies • Sharing Resources to Mitigate Risks • Strengthening Supply Chain Resilience through Collaboration
1330 - 1420	Supplier Engagement & Motivation Building Trust and Loyalty Among Suppliers • Recognizing and Rewarding High-Performing Suppliers • Conducting Supplier Forums and Networking Events • Creating a Culture of Shared Success
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

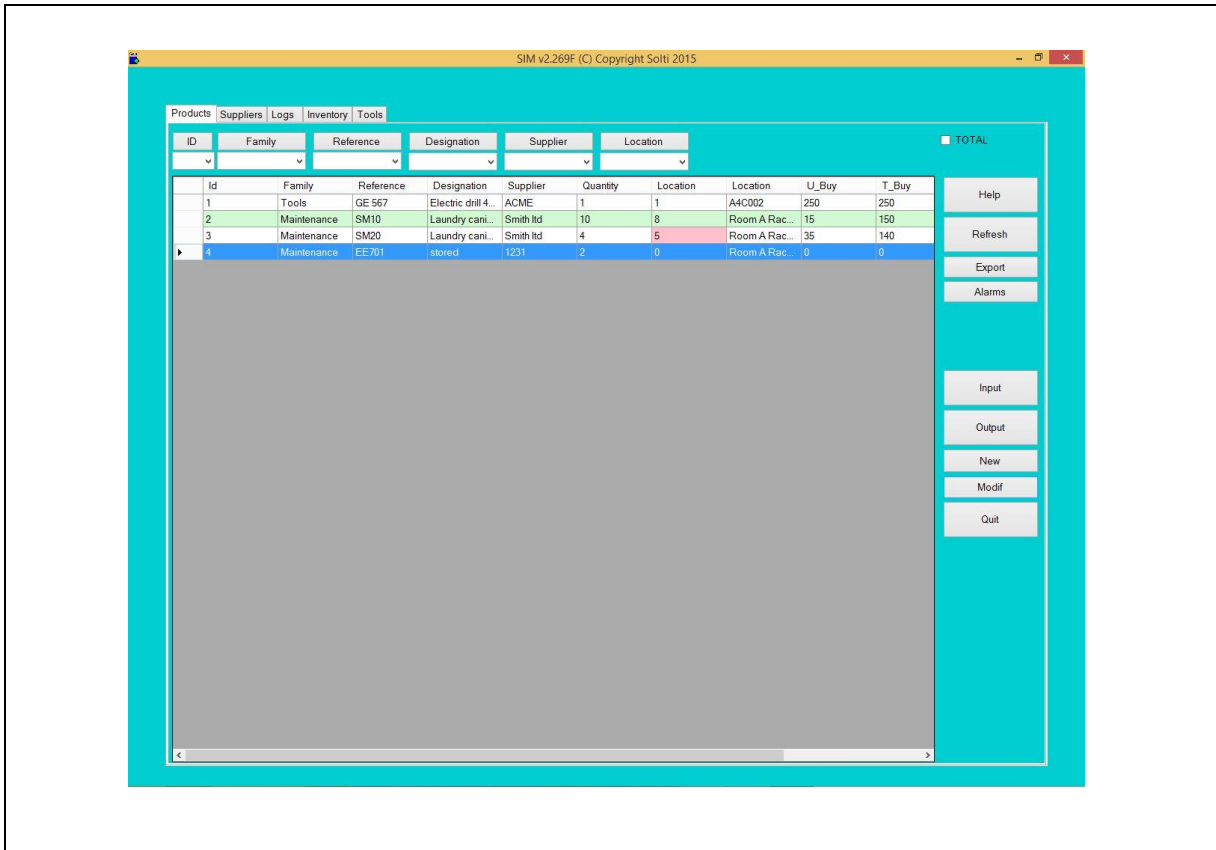


Day 5

0730 – 0830	Measuring the Impact of Supplier Development Programs Defining Metrics to Measure Program Success • Tracking Improvements in Supplier Performance Over Time • Identifying Gaps and Areas for Further Development • Reporting Program Outcomes to Stakeholders
0830 – 0930	Sustaining Long-Term Supplier Development Creating Continuous Improvement Plans • Maintaining Supplier Engagement and Motivation • Ensuring Alignment with Evolving Business Needs • Updating Development Programs for Emerging Trends
0930 – 0945	Break
0945 – 1130	Digital Transformation in Supplier Development Role of Digital Tools in Sustaining Development Programs • Using Data Analytics for Decision-Making • Implementing AI and Machine Learning in Supplier Management • Preparing Suppliers for Digital Transformation
1130 – 1230	Case Studies in Successful Supplier Development Real-World Examples of Supplier Improvement Projects • Lessons Learned from Successful and Failed Initiatives • Adapting Best Practices to your Organization • Group Discussion on Key Takeaways
1230 – 1245	Break
1245 – 1330	Developing a Supplier Development Action Plan Participants Create a Custom Action Plan for Their Organization • Identifying Focus Areas and Priorities • Setting Short-Term and Long-Term Goals • Presenting and Refining Action Plans with Instructor Feedback
1330 – 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the state-of-the-art simulator “Simple Inventory Manager” software.



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org