Haward Technology Middle East

COURSE OVERVIEW CM0181
Supply Performance/Relationship Management (SRM)

Course Title
Supply Performance/Relationship Management (SRM)

Course Date/Venue
July 21-25, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
CM0181

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a complete and up-to-date overview of the Fundamental Supplier Relationship Management Skills. It covers the importance of SRM in the petroleum industry, strategic versus tactical supplier relationships and aligning SRM with organizational objectives; the criteria for supplier selection and evaluation, steps in the pre-qualification process, risk assessment and mitigation strategies and regulatory and compliance considerations; the supplier assessment reports and maintaining a robust supplier database; and the buyer-supplier dynamics and ethical and legal aspects of SRM.

Further, the course will also discuss the supplier performance evaluation techniques, supplier performance analysis and strategies for supplier development; the criteria for segmenting suppliers, and tailoring relationship strategies per segment; the resource allocation based on supplier importance and leveraging technology in SRM covering SRM software solutions and tools, automation of supplier management processes, real-time monitoring and analytics; and integrating SRM with other enterprise systems.

During this interactive course, participants will learn the supplier risks, risk mitigation plans, monitoring and responding to risk events and business continuity planning with suppliers; the innovation and continuous improvement with suppliers, negotiation and contract management and building long-term strategic partnerships; and the SRM performance metrics, SRM audits and assessments, reporting SRM outcomes to leadership and continuous improvement of SRM practices.

Course Objectives

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

- Apply and gain a fundamental knowledge on supplier relationship management skills

- Define supplier relationship management and its significance to the organization

- Describe supplier pre-qualification process/ activities and demonstrate how to evaluate potential suppliers using the organizations pre- qualification criteria

- Learn how to generate supplier pre-qualification assessment reports using relevant forms and templates; list the key components and contents of the report

- Learn how to create, update and maintain current and potential supplier's database using the relevant tools within the organization

- Understand the nature of the buyer/ supplier relationship and the building blocks of the effective management of supplier relationships

- Identify the various approaches, techniques and measures used to evaluate, manage and improve suppliers' performance

- Conduct suppliers' performance analysis using relevant analytical tools and techniques and illustrate findings/ conclusions using applicable reporting forms and templates

- Spot common problems and pitfalls in supplier relationship management and employ effective strategies for dealing with them

- Discuss the importance of SRM in the petroleum industry, differentiate strategic versus tactical supplier relationships and align SRM with organizational objectives

- Apply criteria for supplier selection and evaluation, steps in the pre-qualification process, risk assessment and mitigation strategies and regulatory and compliance considerations

- Develop supplier assessment reports, maintain a robust supplier database and recognize buyer-supplier dynamics and ethical and legal aspects of SRM

- Apply supplier performance evaluation techniques, supplier performance analysis and strategies for supplier development

- Identify criteria for segmenting suppliers, tailor relationship strategies per segment and apply resource allocation based on supplier importance

- Discuss the leveraging technology in SRM covering SRM software solutions and tools, automation of supplier management processes, real-time monitoring and analytics and integrating SRM with other enterprise systems

- Identify and assess supplier risks, develop risk mitigation plans, monitor and respond to risk events and apply business continuity planning with suppliers

- Carryout innovation and continuous improvement with suppliers, negotiation and contract management and building long-term strategic partnerships

- Develop SRM performance metrics, conduct SRM audits and assessments, report SRM outcomes to leadership and apply continuous improvement of SRM practices

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 fundamental supplier relationship management skills for managers and professionals involved in purchasing, projects, contracts, supply management, operations, maintenance, engineering, quality and other activities that expose them to dealings with suppliers. The course is also essential to those who want to improve the supplier relationship for the benefit of the enterprise.

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 Fee

US$ 5,500 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.

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

Haward's 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**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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 Management Consultant** with over **30 years** of extensive experience in **Project Scheduling & Cost Control**, **Project Planning, Scheduling & Cost Control Professional**, **Production Planning & Scheduling**, **Administration** Skills, **Office Management** Skills, **Survey** Skills, **Interviewing** Skills, **Interpersonal** Skills, **Communication** Skills, **Negotiation** Skills, **Presentation** Skills, **Manager** Skills, **Supervisory & Management** Skills, **Counselling** Skills, **Leadership** Skills, **Office Management**, **Code of Conduct**, **Train the Trainer**, **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 & 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 Diasfalisis 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**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) 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: **Monday, 21st of July 2025**

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Introduction to Supplier Relationship Management (SRM)*** *Definition & Core Principles of SRM • Importance of SRM in Petroleum Industry • Strategic vs. Tactical Supplier Relationships • Aligning SRM & Organizational Objectives*

0930 – 0945	*Break*
0945 – 1130	***Supplier Pre-Qualification Processes*** *Criteria for Supplier Selection & Evaluation • Steps in Pre-Qualification Process • Risk Assessment & Mitigation Strategies • Regulatory & Compliance Considerations*
1130 – 1230	***Developing Supplier Assessment Reports*** *Key Components of Assessment Report • Utilizing Standard Templates & Forms • Interpreting Assessment Data Effectively • Communicating Findings to Stakeholders*
1230 – 1245	*Break*
1245 – 1420	***Maintaining a Robust Supplier Database*** *Tools & Technologies for Database Management • Updating & Verifying Supplier Information • Integration with Procurement Systems • Ensuring Data Security & Confidentiality*
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:   ***Tuesday, 22nd of July 2025***

0730 – 0930	***Understanding Buyer-Supplier Dynamics*** *Building Trust & Mutual Respect • Communication Strategies for Effective Collaboration*
0930 – 0945	*Break*
0945 – 1100	***Understanding Buyer-Supplier Dynamics (cont'd)*** *Managing Expectations & Resolving Conflicts • Cultural Considerations in Supplier Relationships*
1100 – 1230	***Ethical & Legal Aspects of SRM*** *Ethical Sourcing & Corporate Social Responsibility • Legal Frameworks Governing Supplier Contracts*
1230 – 1245	*Break*
1245 – 1330	***Ethical & Legal Aspects of SRM (cont'd)*** *Anti-Corruption & Anti-Bribery Measures • Ensuring Transparency & Accountability*
1330 – 1420	***Supplier Performance Evaluation Techniques*** *Key Performance Indicators (KPIs) for Suppliers • Balanced Scorecard Approach • Regular Performance Reviews & Feedback Mechanisms • Benchmarking Against Industry Standards*
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:   ***Wednesday, 23rd of July 2025***

0730 – 0930	***Conducting Supplier Performance Analysis*** *Data Collection & Analysis Methods • Identifying Performance Trends & Patterns • Root Cause Analysis for Performance Issues • Reporting & Visualization of Performance Data*
0930 – 0945	*Break*

0945 – 1100	**Strategies for Supplier Development** *Joint Improvement Initiatives • Training & Capacity-Building Programs • Incentivizing Performance Improvements • Long-Term Partnership Development*
1100 – 1230	**Approaches to Supplier Segmentation** *Criteria for Segmenting Suppliers • Tailoring Relationship Strategies per Segment • Resource Allocation Based on Supplier Importance • Managing Strategic vs. Non-Strategic Suppliers*
1230 – 1245	*Break*
1245 – 1420	**Leveraging Technology in SRM** *SRM Software Solutions & Tools • Automation of Supplier Management Processes • Real-Time Monitoring & Analytics • Integrating SRM with Other Enterprise Systems*
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:   **Thursday, 24th of July 2025**

0730 – 0930	**Case Studies & Best Practices** *Successful SRM Implementations in Petroleum Sector • Lessons Learned from Past Supplier Engagements • Adapting Best Practices to KPC's Context • Group Discussions & Knowledge Sharing*
0930 – 0945	*Break*
0945 – 1100	**Advanced Supplier Risk Management** *Identifying & Assessing Supplier Risks • Developing Risk Mitigation Plans • Monitoring & Responding to Risk Events • Business Continuity Planning with Suppliers*
1100 – 1230	**Innovation & Continuous Improvement with Suppliers** *Encouraging Supplier-Led Innovation • Collaborative Product & Process Development • Continuous Improvement Methodologies (e.g., Lean, Six Sigma) • Measuring Innovation Outcomes*
1230 – 1245	*Break*
1245 – 1420	**Negotiation & Contract Management** *Preparing for Supplier Negotiations • Contract Drafting & Key Clauses • Managing Contract Performance & Compliance • Handling Contract Renewals & Terminations*
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:   **Friday, 25th of July 2025**

0730 – 0930	**Building Long-Term Strategic Partnerships** *Criteria for Selecting Strategic Partners • Governance Structures for Partnership Management*
0930 – 0945	*Break*
0945 – 1130	**Building Long-Term Strategic Partnerships (cont'd)** *Joint Strategic Planning & Goal Setting • Evaluating Partnership Success*

0945 – 1230	**Measuring SRM Effectiveness** *Developing SRM Performance Metrics • Conducting SRM Audits & Assessments • Reporting SRM Outcomes to Leadership • Continuous Improvement of SRM Practices*
1230 – 1245	*Break*
1345 – 1400	**Action Planning & Course Wrap-Up** *Developing Individual Action Plans for SRM Enhancement • Identifying Quick Wins & Long-Term Initiatives • Feedback & Reflections on Course Learnings*
1400 – 1415	**Course Conclusion** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1415 – 1430	**POST-TEST**
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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