

VENDOR PERFORMANCE MANAGEMENT

SYNOPSIS

The Vendor Performance Management course is designed to give buyers, acquisition staff, and managers targeted training on relationship management, performance management, measurement, communication, and conflict management.

When it comes to improving vendor performance, the application of Vendor Relationship Management (VRM) in managing your vendor base more efficiently will help you establish long-term relationships and partnership with your vendors. This improved relationship will yield an increase in project quality and stakeholder satisfaction. At many organizations, acquisition and vendor management personnel face the challenge of tracking and optimizing vendor performance, which is often not effectively managed as part of contract administration.

Even where executives and organizations recognize that effective vendor relationships are indeed a major contributing factor in improving financial performance and customer satisfaction, many of those same organizations have little or no processes and tools for how to manage their vendor and build effective vendor relationships. This course can provide you with the tools and methods that will help you define and analyze your vendors, communicate with them effectively, prevent and/or effectively manage potential conflicts, and benefit from the best practices of performance-based acquisition.

The course exercises are based on real-life scenarios that allow participants apply learned concepts and tools. By completing this practical, interactive course, you will have an opportunity to practice the key activities of managing vendor performance and apply that knowledge to your specific organizational environments.

LEARN

- Introduce best practices in performance-based service contract administration
- Identify, prioritize and document project stakeholders
- Develop stakeholder management and communication plan
- Improve skills of effective oral and written communication
- Effectively monitor and control vendor performance
- Improve partnership relationships with vendors
- Manage contract changes
- Reduce and effectively manage conflicts

TOPICS

VENDOR MANAGEMENT FUNDAMENTALS

- Vendor Management Competencies
- Vendor Management Terms and Concepts
- Key Outsourcing Relationship
- Strategy Execution's Outsourcing Continuum
- Why do Organizations Outsource?
- Outsourcing Challenges
- What Do Organization Outsource?
- US Government Outsourcing
- Outsourcing Process
- Outsourcing Strategy
- Outsourcing Tips
- Vendor Management Office
- Vendor Management Tool Kit

VM TEAM ROLES AND RESPONSIBILITIES

- What Does VM Team Manage?
- Expectations and Rules for Vendor Management Teams
- Critical Success Factors for PBSA Teams
- Typical Elements of a Project Agreement
- Key Roles of PBSA Management Team
- VMO: Generic Roles and Responsibilities

MONITORING PERFORMANCE

- Performance-Based Monitoring (vs. Traditional)
- Monitoring Methods
- Use of Performance Standards
- What to Measure
- Ways to Measure
- How to Monitor Performance — Tools and Best Practices
- Managing Contract Performance
- Actions and Remedies
- Apply and Reassess Incentives

MANAGING CONTRACT CHANGES

- Types of Changes
- The Changes Clause
- Anticipating Change
- Risk Management in Vendor Management
- Team Roles in Modifications
- Contract Change Considerations
- Contract Modification Process
- Change Management in Vendor Management

PERFORMANCE-BASED SERVICE ACQUISITION OVERVIEW

- Definitions of Performance-Based Service Acquisition (PBSA)
- How PBSA Works and its Benefits
- The Seven Steps in PBSA
- Effective Contract Performance Tools
- Post-Award Phase in PBSA
- Differences Between Traditional and PBSA Contract Management Issues
- Crucial Success Factor for Monitoring PBSA Awards

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RELATIONSHIP MANAGEMENT AND COMMUNICATION

- Know Your Stakeholders!
- Don't Neglect Relationship Management
- What is Governance?
- Common Issues With Relationship and Governance
- Prerequisites for Relationship and Governance Improvement
- Governance Model Characteristics
- Steering Committee and Program Office
- The Steering Committee
- The Program Office — Vendor Management Team
- How to Manage Key Relationships
- Develop a Relationship Management Process
- Managing Relationships With Senior Management
- Managing Relationships With Users
- Managing Relationships With VM Team Members
- Managing Relationships With Vendor: What is Collaboration?
- Performance-Based Business Relationship
- Instituting a Business Alliance for Performance Management
- Strategic Communication Mechanisms
- Tactical Communication Mechanisms
- The Collaborating (Partnering) Agreement
- Post-Award Orientation Conference
- Post-Award Conference Topics

MANAGING NEW SERVICE REQUIREMENTS

- New Service Management — Activities
- Managing New Service Requests
- Business Change Indicators
- Approaches to Add Flexibility to Existing Contracts
- Considerations When Negotiating a Contract Change

DISPUTE RESOLUTION

- Vendor Claims
- Client Claims
- Dispute Resolution Process
- Contract Clauses to Remedy Claims
- PBSA as a Conflict Avoidance Strategy
- Beyond Disputes and Litigation
- Partnering In PBSA
- ADR in PBSA

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