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# Supplier and Vendor Performance Management





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Vendor and Supplier Performance Management is a five-day course on managing supplier performance and relationships, delivered by Mars Training Centre internationally — in London, Dubai, Munich, Manama, and Nairobi — designed for supplier relationship managers, category leaders, and senior procurement professionals accountable for the performance of strategic and critical suppliers.

The value of a sourcing decision is captured — or eroded — over the years that follow it. Performance is delivered by suppliers, not by contracts, and well-segmented supplier relationship management is now one of the highest-return activities in procurement. Yet many organisations still run supplier performance as an after-thought: late reporting, vague KPIs, weak governance, and conversations that drift into transactional issues at the expense of strategic alignment.

Across five focused days, you will work through the disciplines that turn supplier performance management into a measurable, repeatable capability. The week covers segmentation, performance frameworks, scorecards, supplier development, and the governance and relationship architecture that supports strategic supplier partnerships. You leave with a personal action plan grounded in your own supplier portfolio.

### What You Will Learn

By the end of this programme, you will be able to:

- Segment the supplier base for differentiated treatment.
- Design performance frameworks that drive supplier behaviour.
- Build supplier scorecards and KPI dashboards.
- Operate supplier governance cadences from operational to executive.
- Conduct effective supplier review meetings.
- Manage underperformance through structured remediation.
- Apply supplier development techniques to lift capability.
- Build strategic supplier relationships and joint value creation.
- Manage supplier risk, resilience, and continuity.
- Communicate supplier performance to internal stakeholders.

### How You Will Benefit

You will leave with a structured approach to supplier performance, the analytical tools to measure and improve it, and a Mars Certificate of Completion.

Your organisation will gain a supplier manager who protects value from sourcing decisions, lifts strategic supplier performance, and builds resilience across the critical supply base.



## Who This Programme Is For

This programme is designed for supplier relationship and procurement professionals, including:

- Supplier Relationship Managers and SRM Leads
- Category Managers and Senior Category Managers
- Procurement Managers responsible for supplier performance
- Contract Managers leading post-award relationships
- Vendor Managers in IT and outsourced functions
- Operations managers with supplier accountability
- Supply chain managers with strategic suppliers
- Senior public-sector contract leads

The seniority floor is manager level and above.