MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SUPPLIER CAPABILITY AUDIT & PERFORMANCE MANAGEMENT

""Building High-Performing Supplier Relationships Through Assessment, Accountability & Continuous Improvement""

Schedule

Date	Venue	Fees (Face-to-Face)
02 – 06 Mar 2026	Dubai, UAE	USD 3495 per delegate
20 – 24 Sep 2026	Muscat, Oman	USD 3495 per delegate
19 – 23 Oct 2026	Dubai, UAE	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Supplier performance directly influences product quality, operational efficiency, and customer satisfaction. Organizations that implement structured supplier audits and performance management systems are better equipped to reduce risk, optimize cost, and ensure compliance with contractual, quality, and sustainability standards.

This 5-day course delivers a comprehensive framework for assessing supplier capabilities, conducting audits, and implementing performance management strategies. Participants will learn to design audit tools, develop scorecards, address non-conformance, and build collaborative improvement plans that foster supplier excellence.

Objectives

By the end of this course, participants will be able to:

- Develop and apply supplier audit frameworks based on capability, compliance, and risk
- Assess supplier operations across quality, delivery, financial, and ESG criteria
- Build supplier performance scorecards with clear KPIs and metrics
- Design corrective action plans and monitor improvement initiatives
- Strengthen long-term supplier relationships through collaboration and transparency

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Why Attend

- To enhance supplier quality, reliability, and accountability
- To mitigate risks related to supply disruption, non-compliance, and underperformance
- To implement objective, data-driven supplier evaluation processes
- To drive continuous improvement through structured follow-up and engagement
- To align suppliers with your organization’s performance and sustainability goals

Target Audience

This program is designed for:

- Supply chain and procurement professionals
- Vendor management and sourcing specialists
- Quality assurance and compliance officers
- Contract and category managers
- Anyone involved in supplier approval, auditing, or performance monitoring

Individual Benefits

Key competencies that will be developed include:

- Supplier auditing methodology and checklist development
- KPI definition and performance tracking
- Root cause analysis and non-conformance handling
- Stakeholder communication and supplier engagement
- Use of performance dashboards and audit reporting tools

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger supplier governance and risk mitigation
- Improved product and service quality from suppliers
- Reduced supply chain disruptions and costs
- Enhanced transparency and audit readiness
- More collaborative and performance-driven supplier networks

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Best practices in auditing and supplier performance frameworks
- Case Studies – Supplier success and failure analyses
- Workshops – KPI development, audit scoring, and improvement planning
- Peer Exchange – Scenario-based discussions and supplier negotiation practice
- Tools – Audit templates, scorecards, risk registers, and improvement plan formats

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Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Supplier Auditing Fundamentals

- Module 1: The Role of Supplier Audits in Supply Chain Governance (07:30 – 09:30) • Why audit suppliers? Risk, quality, and compliance drivers • Internal vs. external auditing principles • Integration with supplier onboarding and performance programs
- Module 2: Audit Planning and Risk-Based Prioritization (09:45 – 11:15) • Critical supplier identification • Scope, frequency, and risk indicators • Audit planning checklists and documentation
- Module 3: Types of Supplier Audits (11:30 – 01:00) • Capability, compliance, ESG, and process audits • Remote vs. on-site audit considerations • Industry standards and certification audits
- Module 4: Workshop – Build an Audit Scope Plan (02:00 – 03:30) • Define audit criteria and supplier risk profiles

Day 2: Conducting Effective Supplier Audits

- Module 1: Audit Execution and Interview Techniques (07:30 – 09:30) • Opening meetings and audit etiquette • Interviewing supplier staff and walkthroughs • Evidence collection and audit note-taking
- Module 2: Non-Conformance Identification and Categorization (09:45 – 11:15) • Major vs. minor findings • Best practices for documenting non-compliance • Photographic and checklist evidence
- Module 3: Audit Reporting and Communication (11:30 – 01:00) • Writing effective audit reports • Reporting format, language, and clarity • Review meetings and feedback protocols
- Module 4: Case Study – Sample Audit Walkthrough (02:00 – 03:30) • Review findings from a real-world audit report

Day 3: Supplier Performance Measurement

- Module 1: Key Performance Indicators for Suppliers (07:30 – 09:30) • Delivery, quality, cost, responsiveness, and innovation • Defining SMART performance metrics • Setting supplier expectations contractually
- Module 2: Supplier Scorecard Development (09:45 – 11:15) • Weighting and rating systems • Quarterly performance dashboards • Tiered supplier classification
- Module 3: Data Sources and Automation (11:30 – 01:00) • Using ERP, SRM, and BI tools for tracking • Collecting internal vs. external performance data • Scorecard templates and digital reporting
- Module 4: Workshop – Create a Supplier Scorecard (02:00 – 03:30) • Build a custom scorecard and set rating thresholds

Day 4: Improvement Plans and Performance Governance

- Module 1: Corrective and Preventive Action Plans (07:30 – 09:30) • Root cause analysis (5 Whys, Fishbone) • Developing corrective actions and tracking milestones • Using CAPA templates
- Module 2: Continuous Improvement and Supplier Development (09:45 – 11:15) • Collaborative performance planning • Building supplier capabilities and innovation • Recognition and incentive programs
- Module 3: Escalation, Suspension, and Exit Strategies (11:30 – 01:00) • Managing underperformers and recovery timelines • When to disengage or re-source • Transition planning
- Module 4: Group Exercise – Corrective Action Planning (02:00 – 03:30) • Create an improvement plan for an underperforming supplier

Day 5: Governance, Ethics, and Final Integration

- Module 1: Supplier Compliance and ESG Requirements (07:30 – 09:30) • Labor practices, environmental compliance, and anti-corruption • Third-party due diligence and ethics audits • Integrating ESG metrics in performance management
- Module 2: Procurement Governance and Audit Readiness (09:45 – 11:15) • Documentation, traceability, and review • Preparing for internal/external audit findings • Compliance with ISO, IATF, and industry frameworks

- Module 3: Supplier Performance Review Meetings (11:30 – 01:00) • Structuring review meetings and joint planning • Communication, negotiation, and expectation setting • Templates and reporting protocols
- Module 4: Final Presentation & Wrap-Up (02:00 – 03:30) • Group presentations: Supplier audit & performance review proposal • Certificate distribution and feedback

Certification

Participants will receive a Certificate of Completion in Supplier Capability Audit & Performance Management, validating their expertise in conducting audits, evaluating supplier capabilities, and managing supplier performance across critical operational areas.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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