MAWA EVENTS

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

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

SERVICE DESIGN - SUPPLIER MANAGEMENT

"Maximize supplier performance, minimize risks, and align third-party services with your IT strategy."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course provides an in-depth understanding of the Supplier Management process as defined in the ITIL® Service Design stage. Participants will learn how to evaluate, onboard, manage, and monitor suppliers to ensure that third-party services support business objectives. The course focuses on building effective supplier relationships, creating underpinning contracts (UCs), and applying governance for consistent service delivery.

Objectives

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

- Understand the purpose and scope of Supplier Management
- Establish and maintain a Supplier and Contract Management Information System (SCMIS)
- Define and manage supplier relationships, contracts, and performance
- Integrate Supplier Management with Service Level and Financial Management
- Conduct vendor risk assessments and apply contract governance principles

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Why Attend

With the increasing reliance on third-party providers, Supplier Management plays a vital role in reducing costs, managing risks, and maintaining high-quality IT services. This course equips professionals to confidently engage, evaluate, and control supplier partnerships.

Target Audience

- IT Supplier/Vendor Managers
- Procurement Professionals
- IT Service Delivery Managers
- Service Level & Contract Managers
- Service Design and ITIL® Practitioners
- Business Relationship Managers

Individual Benefits

- Enhance negotiation and contract management skills
- Gain strategic insight into vendor lifecycle management
- Build stronger, performance-driven supplier relationships
- Advance your qualifications in service and procurement management

Organizational Benefits

- Streamlined supplier selection and evaluation processes
- Improved compliance, service delivery, and cost control
- Reduced supplier-related risks and contract disputes
- Improved visibility of contract obligations and performance

Instructional Methodology

- Interactive instructor-led sessions
- Real-world supplier contract case studies
- Templates for SLAs, UCs, and SCMIS
- Workshops on vendor evaluation and performance scoring
- Group exercises, simulations, and role-play scenarios

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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: Overview & Strategy of Supplier Management

- **Module 1:** Introduction to Supplier Management in ITIL® (07:30 – 09:30)
- **Module 2:** Types of Suppliers & Sourcing Models (09:45 – 11:15)
- **Module 3:** Supplier Management Process Flow & Key Interfaces (11:30 – 01:00)
- **Module 4:** Identifying Business Needs and Defining Sourcing Strategies (02:00 – 03:30)

Day 2: Contracting and Governance

- **Module 1:** Underpinning Contracts (UCs) vs. SLAs (07:30 – 09:30)
- **Module 2:** Writing & Reviewing Contract Clauses – Best Practices (09:45 – 11:15)
- **Module 3:** Legal & Commercial Terms in IT Contracts (11:30 – 01:00)
- **Module 4:** Contract Governance, Renewal, and Termination Protocols (02:00 – 03:30)

Day 3: Supplier Selection & Risk Management

- **Module 1:** Criteria for Supplier Evaluation & Tendering (07:30 – 09:30)
- **Module 2:** Due Diligence & Supplier Risk Assessment (09:45 – 11:15)
- **Module 3:** Supplier Onboarding and Compliance Verification (11:30 – 01:00)
- **Module 4:** Case Study – Supplier Audit & Risk Control Plan (02:00 – 03:30)

Day 4: Performance & Relationship Management

- **Module 1:** Measuring Supplier Performance with KPIs & SLAs (07:30 – 09:30)
- **Module 2:** Supplier Scorecards and Dashboards (09:45 – 11:15)
- **Module 3:** Building Collaborative Relationships (11:30 – 01:00)
- **Module 4:** Managing Escalations and Disputes (02:00 – 03:30)

Day 5: Optimization, SCMIS, and Assessment

- **Module 1:** Creating and Managing a Supplier & Contract Management Info System (SCMIS) (07:30 – 09:30)
- **Module 2:** Integration with Service Portfolio, Financial, and SLM Processes (09:45 – 11:15)
- **Module 3:** Final Group Exercise: Designing a Supplier Management Framework (11:30 – 01:00)
- **Module 4:** Review, Knowledge Check, and Wrap-Up (02:00 – 03:30)

Certification

Participants who complete the training and assessments will receive a **Certificate of Completion** in Supplier Management (Service Design), aligned with ITIL® service management principles.

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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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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