



Supplier Management

22 February; 12 April; 24 May; 19 July; 13 September; 25 October; 13 December 2013

Whether your organisation uses packaged software suppliers, contract staff, bespoke solutions or suppliers of development and/or testing services, this practical workshop will help you identify the most appropriate way to both understand and manage the relationship.

Working with one or more suppliers is becoming a common, if uncomfortable, fact of life. Frequently companies do not have their own software development life-cycle under control and yet are now faced with managing suppliers in addition to their own activities.

By the time most of us get involved with suppliers the decision on who to use has already been taken and the contract put into place. So, you may think that it's too late to have any influence over how the relationship will be managed? This is definitely not the case! Anyone involved in working alongside one or more suppliers has a significant role to play in terms of the success of the on-going relationship.

In all customer/supplier relationships there is one organisation that will take control of the relationship, and if it's not you, it will definitely be your supplier!

They already have preferred ways of working which may not suit your needs and the sooner you identify this and manage any required compromise, the more successful your relationship will be.

If you want to increase the probability of taking delivery of supplied software on time and within budget, develop plans to manage suppliers, evaluate potential suppliers and apply techniques for tracking and controlling your suppliers then this workshop is for you.

Course Overview

This course provides you with a method for both evaluation and management of your external suppliers. This will enable you to define an appropriate Supplier Agreement Framework within the context of any existing contractual agreement.

We will review industry good practice and various models available to support you. Then we'll work together through practical exercises to explore how these models can be used.

We'll also explore some of the challenges faced by both the buyer and supplier in putting an effective working relationship in place.

You will Learn

- The challenges faced within the buyer/supplier relationship from both points of view
- Principles of Best Practice of Supplier Management
- Principles of the Supplier Agreement Management
- How to recognise and analyse gaps in a supplier agreement
- How to plan for supplier management
- How to undertake supplier risk assessment
- Setting up a mechanism for management and control of your supplier
- How to undertake acceptance and manage delivery
- Putting an improvement plan into place
- Roles and responsibilities within effective Supplier Management



Who Should Attend?

This workshop will be useful for any practitioner or manager having an interest in software delivery, system procurement, assurance or project governance in general:

- project and test managers
- business sponsors
- auditors
- project stakeholders
- software suppliers

As an individual you can attend our public one day courses – see www.unicom.co.uk for the complete listing. As a team, you can learn together and build your own Supplier Agreement Framework.

Course Fees

This is a one day course

The fee includes the course materials - all slides and exercise handouts.

Public courses (1 day): £550 per person plus VAT.

In-House courses (1 day): Price on application.

Dates

The public course dates available for booking in **2013** are:

22 February; 12 April; 24 May; 19 July; 13 September; 25 October; 13 December.

Public courses are based in London. In house training for your team is available at your own location, or a location of your choice.

Tutor

This course is delivered by Susan Windsor.

Susan is a specialist in Assurance, especially in troubled projects. She has been responsible for the delivery of software solutions for many years, as a service provider and as IT Manager for a Global Oil Company.

From small niche solutions through to large multi-geography/supplier programmes she has delivered testing services and consultancy as a Director of a specialist Test Consultancy and as manager of IBM's UK Testing Services business.

Susan has spoken at many industry conferences throughout Europe. She is a Principal of Gerrard Consulting and is the programme chair for the Test Management Forum and the Business Analysis Forum.

HOW TO BOOK: SEE WWW.UNICOM.CO.UK/suppliermgt, EMAIL INFO@UNICOM.CO.UK OR PHONE 01895256 484 TO PROVISIONALLY RESERVE YOUR PLACE.