

COURSE OVERVIEW LM0362
Managing Suppliers & Contractors for Performance

Course Title

Managing Suppliers & Contractors for Performance

Course Date/Venue

November 10-14, 2024/ Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference

LM0362

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.



This course is designed to provide participants with a detailed and up-to-date overview on managing suppliers and contractors. It covers the criteria for assessment of suppliers in compatible commodity, service groupings and in single sourcing or competitive tendering activities; ensuring that the criterion is fair and measurable; the local and international markets to the identification and selection of potential suppliers; the reliable supplier assessment; the company's procedure for referrals to the central tenders committee and legal counsel; and assessing the clear criteria to the extent of supplier's proposal.



Further, the course will also discuss the best overall value for money by balancing quality, performance, delivery and risk; organizing and participating in visit within the supplier premises; assessing quality of product, effectiveness of procedures as well as evaluating track record and references; and making recommendation based on the observation and criteria.

Moreover, the course will also cover the potential risk elements associated with the relationship and methods of minimizing potential risk; organizing and participating in pre-qualification exercise; ensuring sufficient expertise amongst the pre-qualification panel and team to judge the supplier's proposal; providing constructive feedback to suppliers following the pre-qualification activity in a manner that promotes trust and respect and enables the supplier to identify improvements; identifying information and resource needs; and providing contractors and suppliers with appropriate information to enable them to perform effectively.

During this interactive course, participants will learn to ensure data protection and confidentiality of sensitive information; maximize the contribution from contractors and suppliers of products and services; work with suppliers, contractors and other external bodies that will establish and develop appropriate relationships and achievement of effective performance to all parties; develop and communicate procurement management strategies including supplier evaluation techniques, selection criteria, ensuring fair and transparent selection process; and identify and select appropriate contractors and suppliers to meet business needs against the criteria.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain and in-depth knowledge on managing suppliers and contractors
- Establish criteria for assessment of suppliers in compatible commodity, service groupings and in single sourcing or competitive tendering activities
- Ensure that the criterion is fair and measurable as well to secure that the qualification document will enables the return of a reliable supplier audit
- Apply the knowledge of local and international markets to the identification and selection of potential suppliers
- Select and apply range of criteria to ensure reliable supplier assessment including weighted, ranking criteria, cost analysis, E-auctions
- State the company's procedure for referrals to the central tenders committee and legal counsel and consistently complies with procedure
- Assess clear criteria to the extent of supplier's proposal
- Represents the best overall value for money by balancing quality, performance, delivery and risk
- Organize and participate in visit within the supplier premises and assess quality of product, effectiveness of procedures as well as evaluating track record and references
- Prepare clear and logical reports to make recommendations based on the observations and criteria
- Identify potential risk elements associated with the relationship and investigate methods of minimizing potential risk
- Organize and participate in pre-qualification exercise

- Ensure sufficient expertise amongst the pre-qualification panel and team to judge the supplier's proposal
- Provide constructive feedback to suppliers following the pre-qualification activity in a manner that promotes trust & respect & enables the supplier to identify improvements
- Identify information and resource needs
- Provide contractors and suppliers with appropriate information to enable them to perform effectively
- Ensure data protection and confidentiality of sensitive information
- Maximize the contribution from contractors and suppliers of products and services
- Work with suppliers, contractors & other external bodies that will establish and develop appropriate relationships and achievement of effective performance to all parties
- Develop & communicate procurement management strategies including supplier evaluation techniques, selection criteria, ensuring fair and transparent selection process
- Identify and select appropriate contractors and suppliers to meet business needs against the criteria

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing suppliers and contractors for contracts, procurement, purchasing and project personnel. Engineering, operational, quality, maintenance personnel and all others who are involved in interfacing with contractors or suppliers in the acquisition of materials, equipment, parts and services or those who want to improve supplier performance and gain successful outcomes from contracting situations will also benefit from this course.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pan Kidis, MBA, BSc, is a Senior Logistics & Management Consultant with over **30 years** of extensive experience in **Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping.** Further, he is also well-versed in **Cash Flow Management, Decision Making Techniques, Production Planning & Scheduling, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation.** He is currently the **Business Analyst** of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master's** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor's** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece.** Further, he is a **Certified Instructor/Trainer** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours: -

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday 10th of November 2024

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0900	<i>Establishing Criteria for Assessment of Suppliers in Compatible Commodity/Service Groupings & in Single Sourcing or Competitive Tendering Activities</i>
0900 – 0915	<i>Break</i>
0915 – 1015	<i>Ensuring the Criterion is Fair & Measurable & that the Qualification Document Enables the Return of a Reliable Supplier Audit</i>
1015 – 1200	<i>Applying Knowledge of Local & International Markets to the Identification & Selection of Potential Suppliers</i>
1200 – 1215	<i>Break</i>
1215 – 1420	<i>Selecting & Applying a Range of Criteria to Ensure Reliable Supplier Assessment Including Weighted/Ranking Criteria, Cost Analysis, E-Auctions</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2: Monday 11th of November 2024

0730 – 0900	<i>Stating the Company's Procedure for Referrals to the Central Tenders Committee & Legal Counsel & Consistently Complies with these Procedures</i>
0900 – 0915	<i>Break</i>
0915 – 1030	<i>Assessing Against Clear Criteria the Extent to Which a Suppliers Proposal Represents the Best Overall Value for Money by Balancing Quality, Performance, Delivery & Risk</i>

1030 – 1200	<i>Organizing or Participating in Visits to Supplier Premises, Assessing Quality of Product, Effectiveness of Procedures, Evaluating Track Record & References</i>
1200 – 1215	<i>Break</i>
1215 – 1420	<i>Preparing Clear & Logical Reports to Make Recommendations Based in Your Observations & Criteria</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Two</i>

Day 3: Tuesday 12th of November 2024

0730 – 0900	<i>Identifying Potential Risk Elements Associated with the Relationship & Investigating Methods of Minimizing Potential Risk</i>
0900 – 0915	<i>Break</i>
0915 – 1030	<i>Organizing & Participating in Pre-Qualification Exercise</i>
1030 – 1200	<i>Ensuring Sufficient Expertise Amongst the Pre-Qualification Panel/Team to Judge the Suppliers Proposal</i>
1200 – 1215	<i>Break</i>
1215 – 1420	<i>Providing Constructive Feedback to Suppliers Following the Pre-Qualification Activity in a Manner that Promotes Trust & Respect & Enables the Supplier to Identify Improvements</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Three</i>

Day 4: Wednesday 13th of November 2024

0730 – 0900	<i>Identifying Information and/or Resource Needs</i>
0900 – 0915	<i>Break</i>
0915 – 1030	<i>Providing Contractors & Suppliers with Appropriate Information to Enable them to Perform Effectively</i>
1030 – 1200	<i>Ensuring Data Protection & Confidentiality of Sensitive Information</i>
1200 – 1215	<i>Break</i>
1215 – 1420	<i>Maximizing the Contribution from Contractors/Suppliers of Products & Services through the Provision of a Clear Specification of their Role & Ensuring their Continued Commitment Based on Effective Ongoing Relationships & Compliance with the Contractual Requirements</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Four</i>

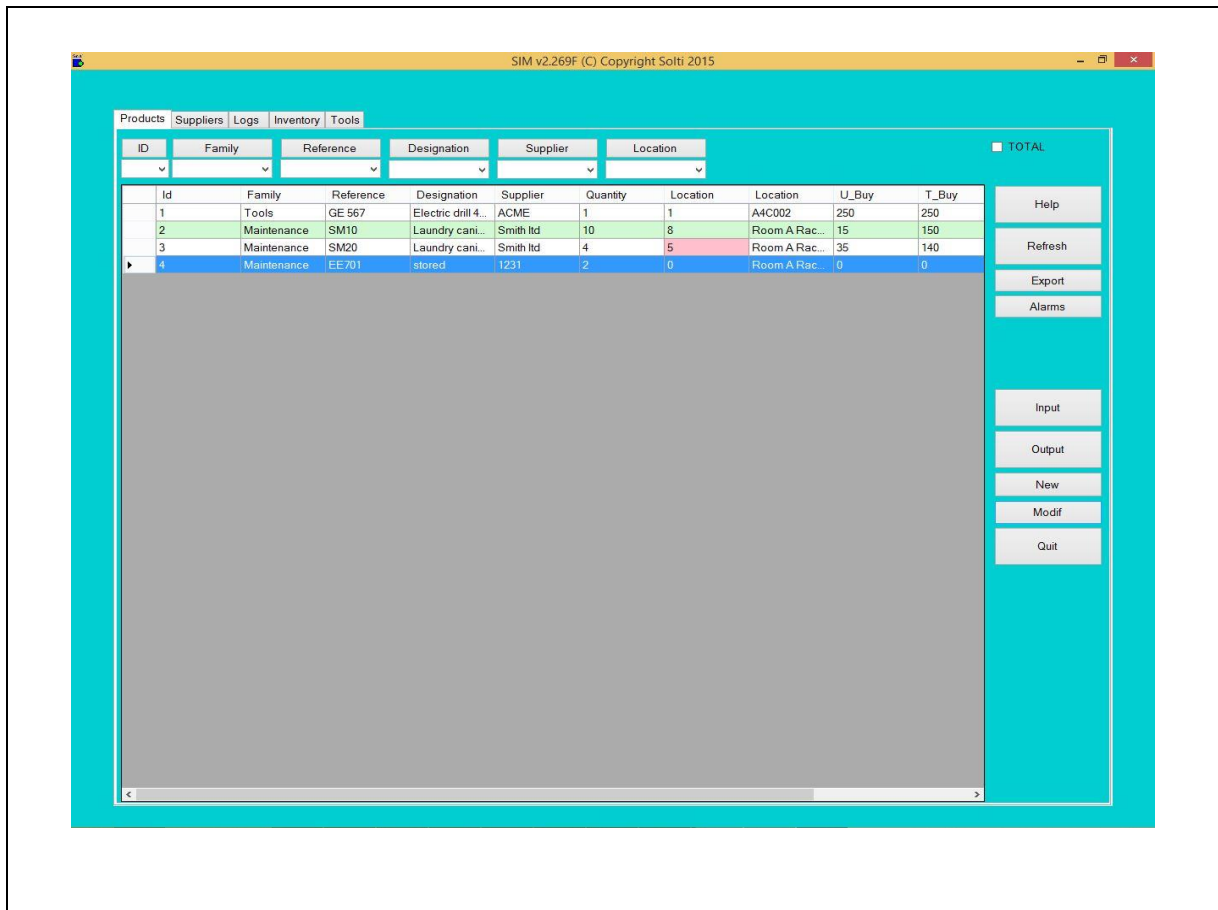
Day 5: Thursday 14th of November 2024

0730 – 0900	<i>Working with Suppliers, Contractors & Other External Bodies (Government Agencies, Professional Associations etc.) to Establish & Develop Appropriate Relationships & Achievement of Effective Performance to All Parties</i>
0900 – 0915	<i>Break</i>
0915 – 1030	<i>Working with Suppliers, Contractors & Other External Bodies (Government Agencies, Professional Associations etc.) to Establish & Develop Appropriate Relationships & Achievement of Effective Performance to All Parties (cont'd)</i>

1030 – 1200	<i>Developing & Communicating Procurement Management Strategies including Supplier Evaluation Techniques, Selection Criteria, Ensuring a Fair & Transparent Selection Process</i>
1215 – 1230	<i>Break</i>
1230 – 1400	<i>Identifying & Selecting the Appropriate Contractors/Suppliers to Meet Business Needs Against the Criteria</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	POST TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using our state-of-the-art simulators “Simple Inventory Manager” software.



Course Coordinator

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