Supplier Management and Outsourcing

5 one-day workshop-style seminars over 5 months. The course focuses on the management of IT services and supply relationships to support and advance the needs of the business throughout the supply lifecycle.

Seminar 1	• Managing the supply lifecycle • Needs and market assessment • Matching service types to needs • Supplier selection processes • Case study
During the 4-6 weeks between Seminars: implementation of new ideas and insights at work	
Seminar 2	• Report Back: exchange of implementation plans since Seminar 1 • Going to market: Requests for proposal etc. • Risk management strategies • Contract planning and negotiation • Bid assessment • Understanding your supplier / customer • Choosing the best governance model
During the 4-6 weeks between Seminars: implementation of new ideas and insights at work	
Seminar 3	• Report Back: exchange of results since Seminar 2 • Transitions - supplier entry, supplier exit • Aligning service metrics to business needs • Supplier performance/service management • Contract administration and management
During the 4-6 weeks between Seminars: implementation of new ideas and insights at work	
Seminar 4	• Report Back: exchange of results since Seminar 3 • Managing your organisation • Remedies for service failures • Continuous improvement • Change management, evaluating supplier proposals • Case study
During the 4-6 weeks between Seminars: implementation of new ideas and insights at work	
Seminar 5	• Report Back: exchange of results since Seminar 4 • Outsourcing and other service models - options and issues • Governance, relationship management • Dispute Resolution • Wrap up