



SUPP

Supplier Relationship Management (SRM) – TOC Overview

Unpredictable challenges continue to disrupt global supply chains. In response, companies are placing a higher priority on building strong relationships with key suppliers. Through the implementation of Supplier Relationship Management (SRM) practices, companies will be able to understand supplier capabilities, reduce costs, limit risks, and gain end-to-end visibility across the supply chain.

ASCM's Supplier Relationship Management Certificate provides you with the knowledge and skills needed to create long-term and low-risk relationships with valuable suppliers, enhancing the stability and reliability of your supply chain operations. The self-paced online program includes 20 hours of education and a comprehensive final exam. After passing the exam, you'll earn a certificate and digital badge.

Table of Contents

Quick Links to Jump to Specific Modules:

- Module 1: Introduction to Supplier Relationship Management (SRM)4.....
- Module 2: Supplier Selection and Evaluation6.....
- Module 3: Supplier Development8.....
- Module 4: Supplier Performance Management10.....
- Module 5: Supplier Risk Management.....11
- Module 6: Supplier Relationship Management Best Practices12.....

Module 1: Introduction to Supplier Relationship Management (SRM)

Module 1 Objectives

1. Define supplier relationship management and its key components.
2. Describe the history of Supplier Relationship Management, how it has evolved over time, and how the current landscape fosters collaboration, diversification, resilience, and inclusivity.
3. Identify the key benefits companies can gain from utilizing Supplier Relationship Management practices and strategies.
4. Explain the importance of Supplier Relationship Management in the context of Supply Chain Management.
5. Describe the different types of supplier relationships and how Supplier Relationship Management functions within each of them.
6. Describe the different types of supplier contracts and agreements, highlighting their specific purposes in SRM practices.
7. Summarize the challenges and pitfalls companies face when incorporating Supplier Relationship Management practices into their business models and what solutions can be implemented in order to troubleshoot them.

Module 1 Topics

Definition of Supplier Relationship Management

- Define Supplier Relationship Management (SRM)
- Objectives of SRM
- Overview of the SRM Process
- Balancing Relationships with Multiple Suppliers

The Evolution of Supplier Relationship Management

- History of SRM
- The Evolution of SRM
- The Current State of SRM
- Digital Transformation in SRM

The Benefits of Supplier Relationship Management Practices

- Identify Key Benefits of SRM
- Relational and Collaborative Benefits
- Financial Benefits
- Operational Benefits
- Additional SRM Benefits

The Importance of Supplier Relationship Management in Supply Chain Management

- Using SRM Alignment to Achieve Business Objectives
- Avoiding Supply Chain Disruption
- Case Study: COVID-19 Example
- Importance of Aligning SRM to Organizational Strategy

Module 1: Introduction to Supplier Relationship Management (SRM)

Module 1 Topics

Types of Supplier Relationships

- Vendor
- Strategic Alliance
- Partnership

Types of Supplier Contracts and Agreements

- Supplier Contracts and Agreements
- Types of Supplier Contracts
- Exclusive
- Non-Exclusive
- Components of a Supplier Agreement

Module 2: Supplier Selection and Evaluation

Module 2 Objectives

1. Analyze the reasons and requirements for supplier selections.
2. Prioritize supplier selection criteria based on their relevance to business needs.
3. Assess the advantages and disadvantages of different sourcing methods.
4. Follow the criterion ranking methodology for identifying supplier capabilities.
5. Describe the key benefits of supplier evaluation and how supplier evaluations contribute to the selection of sustainable suppliers aligned with TBL principles.
6. Use supplier segmentation frameworks to strategically allocate time, resources, and investments into supplier relationships.

Module 2 Topics

Supplier Relationship Management Goals and Objectives

- Requirements for Supplier Selection
- Selecting Supplier for the Best Value (Price, Quality, Service)
- Determining Sourcing Strategy

Selection Criteria

- Establishing Criteria for Supplier Selection
- Importance of Selection Criteria

Identifying Potential Suppliers

- Methods of Sourcing
 - Sole-Source
 - Single-Source
 - Multi-Source / Dual Sourcing

Identifying Supplier Capabilities

- Analyzing Primary Criteria
 - Cost
 - Quality
 - Delivery
- Additional Criteria
- Methodology for Using the Criterion

Evaluating Supplier Qualifications

- Effective Evaluation Methodology
- Benefits of Supplier Evaluation
- Challenges Associated with Supplier Evaluation
- Case Study: Sustainability

Module 2: Supplier Selection and Evaluation

Module 2 Topics

Evaluating Supplier Segments

- Define SRM Strategy

- Strategic

- Important

- Transactional

- Using Kraljic's Supplier Matrix

- Factors that Influence Segmentation Decision-Making

- Benefits of Correct Implementation

- Technology Use in Supplier Selection

Case Study Included

- Video: Successful and Unsuccessful Case Study

Module 3: Supplier Dev

Module 3: Supplier Development

Module 3 Topics

Supplier Collaboration

- Introduction to Collaboration Types
- Innovation
- Information
- Synergies
- Decisions Involved with SRM
- Define Strategic Alliances and Partnerships
- Case Study: Low-Carbon Beverage Company
- Case Study: Electric Car Company
- Case Study: Ride-Sharing Company and Music Streaming Company
- Define Concurrent Engineering/Participative Design

Case Studies Included

- Supplier Development Case Study
- Excellent Supplier Award Case Study
- Czech Government Supplier Development Case Study
- Barometer Survey Case Study
- Video: Examining 3 Different Strategic Partnerships
- Greenhouse Gas Reduction Case Study

Module 4: Supplier Performance Management

Module 4 Objectives

1. Define Supplier Performance Management and how it supports the effective management of supplier relationships.
2. Discuss the importance of effective Supplier Performance Management.
3. Follow industry standards and best practices for monitoring, evaluating, reporting, and communicating performance expectations to suppliers.
4. Assess and evaluate the performance of suppliers to make sure expectations are being met, communication is strong, and relationships.
5. Describe what it means to give effective supplier performance feedback to suppliers.
6. Enhance supplier performance and strengthen relationships through proven performance improvement techniques.

Module 4 Topics

Overview of Supplier Performance Management

- Define Supplier Performance Management
- Importance of Supplier Performance Management to SRM Strategy

Importance of Supplier Performance Management

- Benefits of Supplier Performance Management
- Challenges of Supplier Performance Management
- Consequences of Supplier Performance Management

Monitoring Supplier Performance

- Strategies for Monitoring Supplier Performance
- Using Metric Tools for Monitoring
- SCOR
- Data and Reporting Automation

Evaluating Supplier Performance

- Components of Supplier Performance Evaluation
- Best Practices for Supplier Performance Evaluation
- Define G4 and GRI Performance Indicators

Giving Effective Feedback

- Importance of Effective Feedback
- Define Effective Supplier Performance Feedback

Improving Supplier Performance

- Techniques for Improving Supplier Performance
- Continuous Improvement Programs

Module 5: Supplier Risk Management

Module 5 Objectives

1. Define supplier risks and recognize the importance of mitigating them.
2. Identify and assess supplier risks.
3. Outline strategies, policies, and procedures for managing supplier risks.
4. Describe how to monitor supplier risks and why it is important

Module 5 Topics

Understanding Supplier Risks

De

