



## PURCHASING, LOGISTICS AND SUPPLY CHAIN

# Vendor Management, Contracting and Supplier Performance

3 day course

Classroom, online or in-house

## Course overview

A supplier relationship is set by the contract and lived through the people managing it day to day, and most deteriorate not through a dispute but through small unaddressed failures that nobody had the standing to raise. This course covers holding the relationship. Delegates work through the vendor lifecycle from qualification and onboarding through to exit, contract terms that are enforceable rather than aspirational, and service levels tied to outcomes the business actually notices. Governance follows: the review meeting, who attends, and the escalation route when it does not resolve. Performance measurement and the data both sides accept are covered. Relationship segmentation is addressed, since a strategic supplier and a stationery supplier do not warrant the same effort. The course closes on underperformance, remediation and exit.

## What you will learn

- Qualify and onboard a vendor with the checks the tier warrants
- Write contract terms that are enforceable rather than aspirational
- Set service levels tied to outcomes the business notices
- Run review meetings with the right people and a working escalation route
- Measure performance using data both sides accept
- Segment relationships so effort matches importance
- Handle underperformance, remediation and exit

## Who should attend

- Vendor and supplier relationship managers
- Procurement and contracts managers
- Legal and commercial staff supporting procurement
- Category managers overseeing key supplier relationships
- Operations managers dependent on outsourced services

## Course outline

- 01 Small failures nobody raised
- 02 Vendor lifecycle from qualification to exit
- 03 Onboarding and tiered checks
- 04 Enforceable contract terms
- 05 Service levels tied to real outcomes
- 06 Governance, reviews and escalation
- 07 Performance data both sides accept
- 08 Segmentation, remediation and exit

## Upcoming dates

| Dates                 | Venue            | Format    | Fee per delegate |
|-----------------------|------------------|-----------|------------------|
| 4 to 6 November 2026  | Kampala, Uganda  | Classroom | USD 995          |
| 20 to 22 January 2027 | Accra, Ghana     | Classroom | USD 995          |
| 1 to 3 February 2027  | Online           | Online    | R6,500           |
| 22 to 24 March 2027   | Harare, Zimbabwe | Classroom | USD 995          |



## Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit [www.afrisciencegroup.com](http://www.afrisciencegroup.com), email [info@afriscience.co.za](mailto:info@afriscience.co.za), or WhatsApp us on **+27 63 479 1136**.

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