

## *The Art and Science of Managing Vendors*

**Objective :** This is a one-day intensive workshop providing participants with key skills for successful vendor management. The ability to manage vendors and third-party suppliers is essential for every manager nowadays. Projects inevitably involve equipment vendors, subcontractors or both, whereas more and more operation is outsourced to third-party service providers. It is important to excel in every aspect of a vendor management cycle starting from contract negotiation to managing the performance of vendors over the life of a contract. This course covers different skills required during the various phases of a contract cycle. Participants learn from lectures, case studies, exercises and role-playing to master the knowledge and skills in working effectively with vendors, purchasing professionals and subcontractors with the view to accomplish key business objectives.

The course is designed with the specific needs of IT and telecom sector in mind. Participants will gain insights and practical skills in managing different types of IT/telecom vendors such as equipment suppliers, software vendors, system integrators, managed service and outsourcing service providers.

**Format :** Lecture (60%); Case study & group discussion (20%);  
Simulation exercise (20%)

**Key Topics :**

1. Understanding the life cycle of procurement
  - Strategy
  - Selection
  - Development / Transition
  - Support & Enhancement / Governance
  - Termination
2. Selection
  - Prepare RFP
  - Determine evaluation criteria
  - Evaluate proposals
  - Select preferred vendor
  - Contracting
3. Risk management and control
  - Risks of outsourcing

- Sources of risks
  - Risk control
  - Specific risk responses and countermeasures
4. Relationship management
- Vendor relationship: Partnership or arm's length?
  - Hard and soft strategies of vendor management
  - Building relationship
5. Managing Vendor Performance
- Communicating to get the expected results
  - Managing meetings
  - Handling misunderstanding, different views, and conflicts

**Instructor :**        **Gabriel Lau**

Gabriel has over 20 years of work experience, having held various management positions in multinational financial institutions. He is currently a Senior Consultant of Knowledge Century. Before joining Knowledge Century, Gabriel was the Vice President of AIG Consumer Finance Group (Asia) Limited, overseeing the regional IT projects in the Asia region.

Gabriel has extensive experience in planning and directing major projects across Asia, including: BASEL II Reporting System for a full-licensed bank in Thailand, Data Warehouses and Business Intelligence Systems for full-licensed banks in Philippines and Thailand, internet application for a restricted licensed bank in Hong Kong, and more. He managed procurement and outsourcing arrangements as part of his job responsibility in these complex projects.

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Contact Hilda Ho ([hilda@knowledgecentury.com](mailto:hilda@knowledgecentury.com)) for schedule and fee information.