

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 : Kevin Chui

Kevin Chui is a Principal Consultant at Knowledge Century, and a well-known speaker in project management. His workshops and seminars have been well received by corporate audience from Hong Kong, China and Asia. Kevin's career in the IT and telecommunications industry includes several management positions at multi-nationals such as AT&T and Citibank, with far-reaching project management and outsourcing management experience in Asia Pacific. Kevin currently serves in PMI as their Regional Component Mentor of North Asia. He was a CoPAT member of PMI Global Congress Asia Pacific 2006 and a development team member of the 2008 OPM3 standard.

Certified PMP can earn 8 PDU towards maintaining their PMP credentials.

Contact Amito Li (amito@knowledgecentury.com) for schedule and fee information.