

Vendor Performance Management

Course Code: 1145

Course Duration: 1 day

In today's business environment, project delivery organizations must deal with inherent resource constraints (e.g., resource availability, limited skill). As a result, organizations must look to external sources to support the project effort. Contracting with outside vendors and providers is the most common mechanism for fulfilling these needs.

This course focuses on the phases of vendor management from the "buyer" perspective. It covers key considerations and pitfalls to avoid at all stages of the process, with an emphasis on building solid ongoing relationships with vendors. This session explores the needs assessment, contract requirements, contract types, management and control mechanisms, and lessons learned in project contracting.

Course Description: The *Vendor Performance Management* course is a one day, instructor-facilitated session designed to introduce attendees to better practices, processes, and techniques that will help the management practitioner identify, evaluate, monitor, and control external resources. Participants will engage in session exercises and learn all aspects of the process. The course will cover a vendor management plan, performance measures and the impact of the various contract types.

Topics List:

- Develop clear, concise and measurable requirements
- Understand the appropriate legal and professional relationships between government agencies and vendors
- Create a plan for evaluating vendor performance
- Create a plan for effective and appropriate government and vendor communications
- Identify and plan for effective contract management activities
- Develop a plan for contract closing activities

Outline

1. Introduction
 - a. The need for effective vendor management
 - b. The characteristics of successful vendor management
2. Basics of Legal and Professional Vendor Relationships
 - a. Basic requirements of professional relationships with vendors
 - b. Key considerations and pitfalls in vendor relations
 - c. The importance the roles of contracting officer and contracting officer's
3. Phases of Vendor Management
 - a. Vendor management phases and process
 - b. Process for developing and documenting requirements

4. Advance Planning Phase and Vendor Management
 - a. Developing requirements as part of vendor management
 - b. Advantages from early vendor involvement in advance planning
5. Pre-Award Phase and Vendor Management
 - a. Key activities during Pre-Award phase
 - b. Various types of requirements documents
 - c. Characteristics of a well-defined requirement
 - d. How contract type affects vendor management
 - e. Major components of vendor management plan
 - f. Communications planning
6. Award Phase and Vendor Management
 - a. Identifying performance measures for vendor management
 - b. Key topics for kick-off meeting
7. Post-Award Phase and Vendor Management
 - a. Key aspects of tracking vendor performance
 - b. Major items in final closeout
8. Strategic Considerations in Vendor Management
 - a. Key strategic considerations in vendor management

Who Should Attend: Executives, senior managers, resources managers, project or program managers, team members who are responsible for engaging external resources (consultants, contractors, vendors, etc.) to help deliver work.