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COURSE BROCHURE

# Vendor Relationship Leadership and Joint Improvement Training Course

29 March – 2 April 2027
Dar es Salaam

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Registered in the United Kingdom and Saudi Arabia

# Vendor Relationship Leadership and Joint Improvement Training Course

**Ref:** 2660_101402 **Date:** 29 March – 2 April 2027 **Location:** Dar es Salaam **Fees:** 5300 GBP

Vendor Relationship Leadership and Joint Improvement is a 1-week training course for vendor managers and senior buyers who lead key supplier accounts, and it ends with a joint vendor improvement plan agreed with one strategic vendor. Organisations now depend on fewer, deeper vendor partnerships, so the way those relationships are led shapes cost, continuity and innovation. Jupiter Prime Training runs this course for vendor account leaders.

## Why Vendor Relationship Leadership and Joint Improvement Matters Now

Three forces shape vendor relationships today. Supply disruption has pushed organisations to consolidate spend with vendors they trust. Internal stakeholders expect vendors to bring ideas, not only goods and services. Handled well, a vendor portfolio becomes a source of resilience and steady improvement; handled badly, it drifts into blame, surprise price rises and costly exits. The course rests on established practice in vendor segmentation, relationship reviews, structured escalation and vendor development, described in plain terms.

## Who Gains Most from Vendor Relationship Leadership and Joint Improvement

- Leaders who own the commercial relationship with a portfolio of critical vendors
- Senior buyers who negotiate renewals and settle performance disagreements
- Account owners who chair quarterly business reviews with suppliers
- Specialists who coordinate quality, delivery and service issues across functions
- Heads of sourcing teams who decide where vendor development effort is spent

A vendor management function gains most when several account owners attend together and agree one way of tiering and escalating vendors.

## Vendor Relationship Leadership and Joint Improvement Capabilities

Participants learn to lead each vendor account with a clear tier, review rhythm and route to improvement.

- Assess each vendor's strategic weight and dependency to set its relationship tier — portfolio prioritisation by sourcing leaders
- Design a relationship review agenda that blends performance facts with forward plans — vendor account owners
- Build joint improvement initiatives with shared targets and owners on both sides — operations and quality stakeholders
- Apply a staged escalation ladder that resolves issues at the lowest workable level — contract owners and executives
- Weigh options for settling disputes before they reach formal claims — legal and finance partners
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Specify a vendor development path that lifts capability where the organisation depends on it — category and supply chain heads

## Key Vendor Relationship Leadership and Joint Improvement Terms

- Vendor segmentation — sorting vendors into tiers by spend, risk and strategic weight so attention matches importance.
- Relationship tier — the level of contact, review frequency and investment agreed for one vendor segment.
- Business review — a scheduled meeting where both parties examine results, issues and plans for the coming period.
- Escalation ladder — a staged route that moves an unresolved issue to more senior people on both sides.
- Joint improvement plan — an agreed set of initiatives, targets and owners that both parties commit resources to.
- Vendor development — deliberate support that raises a vendor's capability, capacity or quality to meet future needs.

## Vendor Relationship Leadership and Joint Improvement Day by Day

### Day 1: The Vendor Portfolio in Context

- Vendor Dependency Mapping — Where the Organisation Is Most Exposed
- Spend, Risk and Strategic Weight Matrix — Setting Relationship Tiers
- Internal Stakeholder Expectations Map — Who Judges Each Vendor Account
- Vendor Perception Check — How Suppliers See Us as a Customer
- Relationship Health Indicators — Spotting Accounts That Need Attention

### Day 2: Leading the Relationship Review

- Review Rhythm by Tier — Matching Meeting Frequency to Account Value
- Business Review Agenda Design — Balancing Past Results and Future Plans
- Performance Evidence Pack — Agreeing Facts Before Discussing Causes
- Two-Way Feedback Routine — Hearing What the Vendor Needs
- Action Log and Follow-Up — Keeping Commitments Visible Between Meetings

### Day 3: Escalation and Dispute Handling

- Issue Classification Grid — Deciding Which Problems Need Escalation
- Staged Escalation Ladder — Naming Owners and Time Limits per Stage
- Interest-Based Negotiation — Separating Positions From Underlying Needs
- Dispute Settlement Options — Choosing Between Concession, Mediation and Claim
- Relationship Recovery Steps — Rebuilding Trust After a Serious Failure

## Day 4: Joint Improvement and Vendor Development

- Improvement Opportunity Screening — Selecting Initiatives Worth Shared Effort
- Gain-Sharing Arrangements — Dividing Savings Fairly Between Both Parties
- Vendor Capability Assessment — Locating Gaps in Process, Skills and Capacity
- Development Support Menu — Training, Secondment, Volume Commitment or Investment
- Exit and Transition Planning — Deciding When Development Should Stop

## Day 5: Practising the Joint Vendor Improvement Plan

- Tier Assignment Exercise — Applying the Matrix to a Live Portfolio
- Mock Business Review — Leading a Session With a Role-Played Vendor
- Escalation Simulation — Resolving a Delivery Dispute Across Two Stages
- Peer Challenge Panel — Testing Improvement Targets for Realism
- Joint Vendor Improvement Plan — Completing Targets, Owners and Review Dates

## Applying Vendor Relationship Leadership and Joint Improvement After the Course

- Run the tiering matrix across top vendors and confirm each tier and review rhythm.
- Hold one business review with a strategic vendor and agree two joint improvement initiatives.

## Vendor Relationship Leadership and Joint Improvement Questions FAQ

### What is vendor relationship leadership and joint improvement, and why does it matter now?

It is the practice of leading key vendor accounts through tiers, structured reviews, escalation and shared improvement work. It matters now because fewer, deeper vendor relationships carry more risk and value.

### Which roles gain most from vendor relationship leadership and joint improvement?

Vendor managers and senior buyers who own critical accounts gain most. Sourcing heads who decide where development effort goes also benefit.

### How does vendor relationship leadership and joint improvement differ from a supplier scorecard course?

A scorecard course focuses on measuring vendors through service levels and indicators. This subject covers leading the relationship itself: running reviews, escalating and settling disputes, and investing jointly in vendor development.

## What do you bring back from vendor relationship leadership and joint improvement?

You bring back a joint improvement plan drafted for one real vendor, a tiering matrix for your portfolio, a review agenda and an escalation ladder ready to use.

## Vendor Relationship Leadership and Joint Improvement: The Way Forward

The joint vendor improvement plan gives an account owner a shared record of targets, owners and review dates. Its first use is deciding which initiative to fund in the next review cycle, with operations, quality and the vendor's own account lead. After the first cycle, revisit the tiering itself, since a vendor that improves may earn a deeper relationship.