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COURSE BROCHURE

# Advanced Vendor SLA and KPI Scorecards Training Course

6 – 17 June 2027
Cairo

# Advanced Vendor SLA and KPI Scorecards Training Course

**Ref:** 151_4158 **Date:** 6 – 17 June 2027 **Location:** Cairo **Fees:** 6000 GBP

Vendor SLA and KPI Scorecards is a 2-week advanced training course for vendor managers, category managers and contract owners who must turn supplier agreements into measured, reviewed service, and each participant designs a vendor SLA and KPI framework with a review cadence. Outsourced services, logistics and technology now carry outcomes that organisations once delivered in-house. Jupiter Prime Training runs this course on vendor SLA and KPI scorecards for practitioners responsible for those suppliers.

## Why Vendor SLA and KPI Scorecards Matter Now

Three forces sharpen the subject. Organisations depend on fewer, larger suppliers for facilities, IT, logistics and field services, so one weak provider can stall operations. Internal customers expect service levels that match what they experience from consumer platforms. Finance leaders want proof that supplier spend buys measurable outcomes rather than activity. Organisations that segment vendors, write precise service level agreements and run disciplined scorecard reviews correct performance early and renew on evidence; those that rely on informal relationships tolerate drift until a crisis forces termination. The course draws on the contract lifecycle of World Commerce & Contracting WorldCC, applied to post-award supplier measurement and relationship decisions.

## Who Gains Most from Vendor SLA and KPI Scorecards

- Vendor managers accountable for the day-to-day performance of strategic suppliers
- Category managers who segment the supply base and set sourcing strategies
- Contract owners who approve service credits, renewals and exits
- Service owners in IT, facilities and logistics who consume supplier output
- Supplier quality and risk leads who monitor resilience and corrective actions

A procurement or shared services function gains most when category, vendor and service owners attend together and leave with one scorecard language for every critical supplier.

## Vendor SLA and KPI Scorecards Capabilities

Participants learn to connect each supplier's service terms to the measures, meetings and consequences that keep service on target.

- Assess supplier criticality using segmentation matrices — category strategy owners
- Specify service levels with clear definitions, measurement and exclusions — service owners
- Design KPI sets that balance outcome, process and relationship measures — vendor review boards
- Calculate service credits and earn-back mechanisms — finance controllers
- Build vendor scorecards and tiered review cadences — supplier account managers
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Weigh improvement plans, renewal or exit for underperforming suppliers — executive sponsors

## Key Vendor SLA and KPI Scorecards Terms

- Supplier segmentation — grouping vendors by spend, risk and strategic importance to decide how much oversight each receives.
- Service level agreement SLA — the contractual definition of required service performance, its measurement method and consequences of failure.
- Key performance indicator KPI — a measure that tracks progress toward an outcome the agreement values, beyond minimum service levels.
- Vendor scorecard — a periodic summary rating a supplier against agreed KPIs, used to steer review discussions.
- Earn-back — a mechanism allowing a supplier to recover service credits by sustaining improved performance over a set period.
- Corrective action plan — a supplier's documented response to a performance failure, with root cause, actions, owners and deadlines.

## Vendor SLA and KPI Scorecards Day by Day

### Day 1: The Supply Base and Its Risks

- Spend And Supplier Profile Mapping — Seeing Where Dependency Concentrates
- Kraljic Segmentation Matrix — Deciding Oversight Intensity For Each Vendor
- Supplier Criticality Scoring — Ranking Operational And Reputational Exposure
- Single-Source Dependency Review — Planning Alternatives For Critical Services
- Vendor Portfolio Register — Holding One View Of Agreements And Owners

### Day 2: Agreement Terms That Shape Supplier Service

- Performance Clauses Inventory — Linking Terms To Measurable Obligations
- Outcome Versus Input-Based Specifications — Choosing How Suppliers Are Judged
- Change And Continuous Improvement Clauses — Keeping Services Current
- Step-In, Suspension And Termination Rights — Protecting Continuity
- Exit And Transition Provisions — Securing Knowledge And Asset Handover

### Day 3: Writing Service Level Agreements

- Service Catalogue Definition — Describing What Each Service Includes
- Service Level Metrics And Thresholds — Setting Targets Users Recognise
- Measurement Windows And Exclusions — Preventing Disputes Over Data
- Severity And Response Matrices — Prioritising Incidents By Business Impact
- Operational Level Agreements — Aligning Internal Teams Behind Supplier Commitments

## Day 4: KPI Design and Measurement

- Outcome-Driven KPI Selection — Measuring Results Rather Than Effort
- Balanced KPI Sets — Combining Quality, Cost, Time And Relationship Measures
- Data Sources And Validation — Trusting Supplier-Reported Figures
- Leading And Lagging Indicators — Spotting Decline Before Failure
- KPI Definition Sheets — Recording Formula, Owner And Frequency

## Day 5: Service Credits and Incentives

- Service Credit Regime Design — Sizing Deductions That Change Behaviour
- At-Risk Amount And Caps — Balancing Leverage Against Supplier Viability
- Earn-Back And Bonus Mechanisms — Rewarding Sustained Improvement
- Gainshare Arrangements — Sharing Savings From Supplier Innovation
- Credit Calculation Walk-Through — Testing The Regime On Sample Months

## Day 6: Building Vendor Scorecards

- Scorecard Structure And Weighting — Reflecting What Matters To Users
- Rating Scales And Thresholds — Making Green, Amber And Red Meaningful
- Trend And Benchmark Views — Comparing Suppliers Of Similar Services
- Dashboard Design For Sponsors — Presenting Supplier Health At A Glance
- User Satisfaction Surveys — Adding Customer Voice To Hard Metrics

## Day 7: Performance Reviews and Escalation

- Tiered Review Cadence — Operational, Tactical And Executive Meetings
- Review Agenda And Pack Preparation — Focusing On Decisions Not Data
- Root Cause Discussions — Separating Supplier, Client And Shared Causes
- Corrective Action Plan Tracking — Closing Failures With Evidence
- Escalation Triggers And Routes — Moving Issues To The Right Level

## Day 8: Supplier Relationship Governance

- Supplier Relationship Management Model — Matching Engagement To Segment
- Joint Governance Boards — Sharing Roadmaps And Investment Plans
- Innovation And Value Proposals — Encouraging Supplier-Led Improvement
- Relationship Health Assessment — Measuring Trust And Collaboration
- Conflict Of Interest And Ethics Controls — Keeping Relationships Clean

## Day 9: Supplier Risk, Renewal and Exit

- Supplier Risk Monitoring — Tracking Financial, Operational And Compliance Signals
- Business Continuity Assurance — Testing Supplier Recovery Arrangements
- Renewal Decision Framework — Weighing Performance, Market And Cost
- Underperformance Options — Improvement Plan, Re-Tender Or Termination
- Exit Plan Execution — Transferring Services Without Disruption

## Day 10: Practising the Vendor SLA and KPI Framework

- Segmentation Of The Participant's Supply Base — Confirming Critical Vendors
- Service Level And KPI Set For One Supplier — Applying Definition Sheets
- Service Credit And Earn-Back Test — Validating Financial Consequences
- Review Cadence And Escalation Map — Naming Forums And Owners
- Vendor SLA And KPI Framework — Presenting The Framework For Peer Challenge

## Applying Vendor SLA and KPI Scorecards After the Course

- Segment the top suppliers by criticality and agree a scorecard review cadence for each segment with category and service owners.
- Rewrite the service levels and KPI definition sheets for one critical supplier and test the service credit regime on recent months.

## Vendor SLA and KPI Scorecards Questions FAQ

### What are vendor SLA and KPI scorecards, and why do they matter now?

Vendor SLA and KPI scorecards are the service levels, performance indicators and periodic ratings that turn supplier agreements into measured service. They matter now because organisations rely on fewer, larger suppliers for critical services, so drifting performance quickly affects operations and customers.

### Which roles gain most from vendor SLA and KPI scorecards training?

Vendor managers, category managers and contract owners gain most, because they set service levels, run reviews and decide renewals. Service owners in IT, facilities and logistics also benefit when they share one scorecard language with procurement.

### How does vendor SLA and KPI scorecards training differ from a course on AI tools for contracts?

It concentrates on human design of service levels, KPIs, credits and review forums. AI-focused contract courses centre on drafting and review automation; this course builds the measurement and governance that any supplier relationship needs, whatever software holds the data.

### What do you bring back from vendor SLA and KPI scorecards training?

You bring back a vendor SLA and KPI framework for one of your suppliers, with service levels, KPI definitions, a service credit regime and a review cadence. Colleagues can extend it to other critical vendors.

## Vendor SLA and KPI Scorecards: The Way Forward

The vendor SLA and KPI framework first informs whether a critical supplier's current service levels and credits are fit for renewal discussions. Vendor managers, service owners and finance controllers share it in every review. After two review cycles, revisit KPI weightings and escalation triggers, because real performance data shows which measures drive improvement and which only add reporting effort.