

Business Management Training Group Ltd

Management Training for the 21st Century



The BMTG MasterClass in Effective Vendor Auditing (3 Days)

Course Overview

Increasingly paper based tender evaluation is failing to protect against the risk of selecting the wrong vendor and potentially exposing the organisation to reputational damage as a result of incomplete diligence during the vendor sourcing process.

This focused 3 day course leads delegates through the key principles and objectives of effective vendor auditing, including: pre-audit preparation, conducting the audit, reporting and developing continuous performance improvement initiatives.

Additionally, global CSR standards such as SA8000 will be explored to enable delegates to develop and manage an effective evidence based vendor compliance and continuous improvement programme.

Delegates will receive a fully functional audit template, incorporating vendor scoring and grading systems.

BY ATTENDING THIS INTERACTIVE MASTERCLASS YOU WILL BE EQUIPPED WITH THE SKILLS TO:

- Limit your organization's exposure through effective, evidence based vendor auditing.
- Create and manage a vendor grading system.
- Contribute to your organizational risk management and audit compliance initiatives.
- Apply global standards to vendor auditing, including: ISO, & SA8000.
- Conduct effective and objective vendor audits.
- Report effectively upon vendor base compliance.

WHO SHOULD ATTEND THIS COURSE

This highly practical and interactive course has been specifically designed for:

- Procurement Practitioners.
- Buyers.
- Vendor managers.
- Quality Assurance managers.
- Compliance & Risk managers.
- Audit staff.
- Vendor Key Account managers.

Plus End-users who impact, or are impacted by, the procurement and or sourcing process

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THE BMTG TRAINING STYLE

- BMTG employ best practice interactive training techniques.
- All of our Trainers are highly experienced practitioners who have operated successfully in the field and are with BMTG by reputation and invitation only. We have no 'beginners'. All of our Trainers have themselves been trained in BMTG techniques and our style is common throughout our entire portfolio of courses.
- The BMTG technique involves classroom lecturing, highly intensive case study / role playing sessions, classroom interaction and feedback, one to one coaching from the Trainer, and a final examination.
- BMTG have found this to be one of the most effective training methodologies to date and many large multinationals and training companies have also taken up this approach.

MEET YOUR TRAINING COURSE DIRECTOR: John Atkinson



John's corporate experience spans some 30 years including Head of Group & Global Procurement for Focus Wickes plc. where he was responsible for the full creation and implementation of global sourcing initiatives, supplier/vendor management and commercial contract negotiation. John has also held senior roles within Barclays Bank corporate and led a wide and diverse range of teams, both locally and globally.

John is also a certified instructor in delivering emotional intelligence training and has wide international experience, including: Kuwait, Iraq, Qatar, KDR, China, Germany, France, Sweden, Malaysia & West Africa. Organisations that John has worked with include: KNPC, Petronas, Shell, Total, Lafarge, Nigeria LNG, The United Nations, Zain Corporation, Maybank & Sinopec.

As a consultant and trainer for the last 8 years John is passionate about delivery, and utilises his career expertise to ensure that clients receive leading edge training results, enabling delegates to understand not only the subject matter, but also the application and usage to add value both to their role and within the wider organisational environment.

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MasterClass Outline

THE ROLE AND IMPORTANCE OF VENDOR AUDITING:

- Overview of the vendor auditing function within the supply chain.
- Corporate Governance – including regional and international standards.
- Areas of particular risk.
- Reputational damage – impacts and aftermaths.
- Risk management strategies.
- Engaging with stakeholders.
- Global best practice.

DEFINING AUDIT AREAS AND FOCUS:

- Defining key base compliance areas – quality, capability, CSR, environmental.
- Defining and developing organizational specific requirements – includes tailored materials and discussions on delegate own industry sectors and requirements.
- Communicating effectively with internal stakeholders – to obtain maximum benefits from auditing.
- Understanding vendor systems and processes.
- Developing effective audit questions.
- The vendor auditing roadmap – step by step process map.

GLOBAL STANDARDS COMPLIANCE:

- Overview and utilization of global standards to support audit rigour.
- Quality standards – including ISO9001/2,
- Environmental standards – including ISO14001 & carbon management.
- Safety Standards.
- Corporate Social Standards – Working hours, conditions, human rights, WHO and WTO standards, SA8000.
- Establishing bona fide accreditation bodies.
- “Grey” accreditation bodies.
- Authenticating certificates.

- Integrating global standards into vendor management/improvement strategies.

THE AUDIT TOOLKIT:

- Introduction of the vendor audit system (templates to take away post course will be provided for delegates)
- Pre audit supplier communication.
- Pre audit preparation.
- Psychological aspects of auditing.
- Raw data sources.
- How to audit effectively – questioning technique and style of questioning to unearth reality.
- Objective observation during the audit.
- Creating and developing objective audit reports.
- Utilizing audit outcomes to define vendor improvement initiatives.
- Ongoing audit scheduling.

PRACTICAL APPLICATIONS:

- AM- Practical auditing utilizing real world supplier examples – delegates will complete a full vendor audit and report, concluding with audit reviews.
- PM – Vendor improvement techniques – underpinning audit outcomes to drive continuous vendor improvement initiatives.
- Action planning – delegates will create individual action plans based around both their area of responsibility and the overall goals of the organization.

DEVELOPING VENDOR PERFORMANCE FRAMEWORKS:

- Spend area categorization techniques.
- Defining criteria for Strategic spend vendors.
- Defining criteria for Tactical spend vendors.
- Developing the global vendor benchmark matrix.



MANAGING VENDOR IMPROVEMENT INITIATIVES:

- Developing the global vendor improvement project plan.
- Resource management and allocating ownership responsibility.
- Establishing and managing the vendor compliance risk matrix.
- Updating the vendor matrix.

VENDOR PERFORMANCE REPORTING:

- Reporting quality improvement.
- Reporting cost improvement.
- Reporting Risk reduction.
- Aligning vendor performance management with organizational risk management & governance validation.
- Learning outcomes and continuous improvement from vendor performance management.