

Managing Your Supplier and Vendor with Effective Techniques



HYBRID TRAINING

19 & 20 May 2026 (Tue & Wed)



**Remote Online Training (Zoom) &
Wyndham Grand Bangsar Kuala Lumpur Hotel (Physical)**

**** Choose either Zoom OR Physical Session**

14 Hours ZOOM & PHYSICAL Program

LEARNING OBJECTIVE / OUTCOMES

By the end of the 14 hours program, the learning curve achieve will enable the participants of the program to achieve the following:-

1. **UNDERSTAND** the right techniques to manage stubborn and powerful suppliers, contractors and service providers
2. **IDENTIFY** the type of strategy to use with these suppliers, contractors and service providers
3. **DEVELOP** plan to bring value to supplier for a co operative relationship
4. **CARRY OUT** risk assessment and plan action for mitigate potential negative situation and put pressure on these suppliers
5. **MANAGING** the complete process of suppliers management
6. **LEARN** guerrilla technique for supplier management



WHO MUST ATTEND

This training program is highly recommended for all purchasing and procurement personnel's and other employees from other area of work but has involvement in handling negotiation.

METHODOLOGY

This training will involve the following area to enhance learning:

- Power point presentation
- Case studies & Brain storming session
- Discussion on subject of learning
- Facilitating by trainer to enhance understanding of subject matter
- Participants participation in brain storming and discussion is very important to the success of the learning

COURSE OVERVIEW

Very often, procurement personnel will encounter roadblock or even worst a complete great wall in handling suppliers who refuse to adopt changes or improvement required in order for the buying company to gain better services in quality and cost.

To remove these roadblocks, new method or strategies are required to manage them in order for them to understand the value of those proposals received.

This 12 hours program is designed by a trainer which has many years of encountering stubborn and powerful suppliers and learnt the right techniques to deal with them.

COURSE CONTENT

Module 1 – Understanding Suppliers Traits and Behaviors

- Key suppliers traits that all buyers looking for
- The Leader
- The Innovative
- The Monopoly
- The Follower
- The Complacent
- Group discussion

Module 2 – Understanding your supplier reason not to change

- Business organization goals and objectives
- What your supplier want from you, the customer
- What is my benefit as a supplier to change for you
- Who moved my cheese situation
- Why change is difficult for your suppliers
- Understand your supplier comfort zone
- Group discussion

Module 3 - Managing Powerful and Stubborn Suppliers

- Problems with powerful suppliers
- Strategies to control powerful suppliers
- Bringing new value to the table
- Change your demand
- Creating potential fear
- Play hardball
- Case study

Module 4 – Developing your Alternatives

- Develop your choices in best and worst scenario
- Step to developing alternatives
- Developing your alternatives to be ready
- Group discussion

COURSE CONTENT

Module 5 – Aligning your management paradigm

- Reset your internal engines
- 3rd party risk management system
- Understanding the Competitiveness Model
- Conducting SWOT analysis on your supplier
- Group discussion

Module 6 – Strategic Guerrilla Supplier Management Techniques

- What is guerrilla techniques in management
- Ambushing your suppliers
- Create urgencies in your suppliers
- Set deadline and target
- Measurement
- Case study

Module 7 – Key Principal for successful supplier management

- Understand your weaknesses and strength
- Is your neck above the waterline?
- Where is your risk?
- Do you understand your key problem?
- Case study