

# LOG313e Supplier Relationship Management

**Level:** 3

**Credit Units:** 5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY JAN

**E-Learning:** BLENDED - Learning is done MAINLY online using interactive study materials in Canvas. Students receive guidance and support from online instructors via discussion forums and emails. This is supplemented with SOME face-to-face sessions. If the course has an exam component, this will be administered on-campus.

## **Synopsis:**

Traditionally, Supplier Management focuses on the management of ‘post award activities.’ It is still critical today to ensure that key suppliers with high value, high risk contracts will perform satisfactorily throughout the contract life cycle. As such, this course provides thorough coverage of the strategies, tools and techniques to manage suppliers to meet their KPIs and to reduce risk exposure.

On the other hand, the competitiveness of an organisation is essentially defined by the capabilities of its supply base. Therefore, it is crucial to manage suppliers effectively to extract maximum potential from their supply base. This course duly covers the topics in Supplier Development, in that buying organisations take initiatives to improve the performance and capabilities of suppliers to meet the needs of buying organisations better.

## **Topics:**

- Supplier performance management
- Rationalising the supply base
- Buyer-supplier relationships
- Supplier development
- Managing supply base risk
- Managing sustainability in the supply base
- Proactive purchasing
- Supplier preferencing
- Tiering of suppliers
- Partnering – supplier development
- The Bensaou model of relationship management
- Best practices and case studies

## **Learning Outcome:**

- Assemble supplier relationship management techniques to maximise value and minimise risks of the collaborative relationship.
- Examine various supplier benchmarking tools and techniques to measure suppliers' performance and capabilities.
- Develop risk assessment tools and prepare counter-measures according to organisations' risk management strategy.
- Propose supplier relationship management strategy to nurture sustainable and mutually beneficial relationships with suppliers.
- Debate the effectiveness of various procurement approaches on sharing outcomes between buying organisations and suppliers from co-developed market capabilities.
- Illustrate supplier risk management strategy to minimise potential business disruption.
- Prepare action plans for identified risks on existing contracts with suppliers.
- Implement supplier relationship management strategy and engage suppliers to build future oriented mind-set.

#### Assessment Strategies:

Continuous Assessment Component	Weightage (%)
PRE-COURSE QUIZ	2
PARTICIPATION	6
PRE-CLASS QUIZ	2
GROUP BASED ASSIGNMENT	38
PRE-CLASS QUIZ	2
<b>Sub-Total</b>	<b>50</b>

Examinable Component	Weightage (%)
Written Exam	50
<b>Sub-Total</b>	<b>50</b>

**Weightage Total** **100**