



Creating a Successful Vendor Relationship

An Online Continuing Education Course for Engineers

Course Number: BS-2046

Credit: 2 Hours / 2 PDH / 2 CPD

Creating a Successful Vendor Relationship

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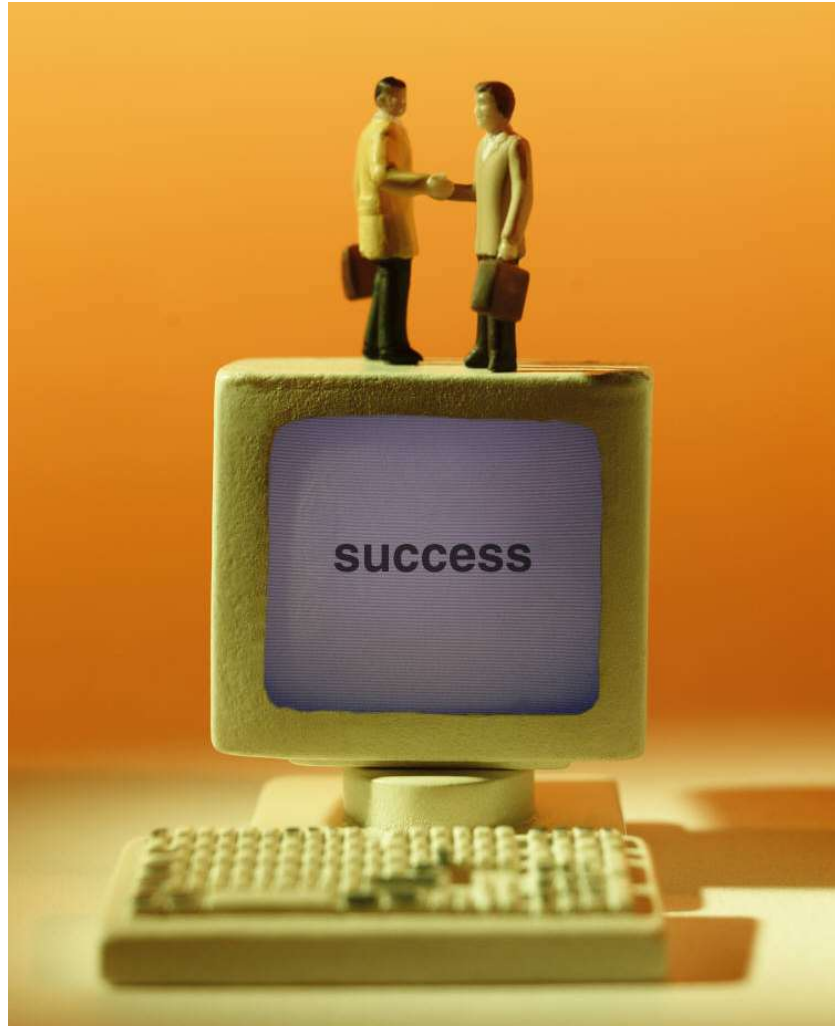


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COURSE OVERVIEW

This course will help participants identify what a successful relationship with a service or product vendor would look like and how it could be established. We include suggestions for a *Request for Information* (RFI), a *Request for Proposal* (RFP), and developing measurements for subjective “fuzzy” topics.

It **does not** discuss developing or negotiating contracts, risk management, nor provide legal advice. Those topics are beyond the scope of this work.

Participants will begin with clarifying their current thoughts regarding vendor relationships and then identifying what a successful outcome would look like. Next is developing a plan to achieve that desired outcome by incorporating that vision into the RFI and RFP and developing a project “scorecard” with subjective and objective measurements.



-WARNING -

You should be willing to re-think how you deal with vendors if you want to get the most out of this course.

-Disclaimer -

We realize there are some vendors who use their perceived only game in town position to “hold up” clients at every opportunity. They require CLOSE management, and the approach described in this course would not be effective.

However, many other vendors do want to act in a principled, honorable way with clients and this course will help you get the most out of a relationship by **not treating** them the same way you would the hardball players.

LEARNING OBJECTIVES

At the conclusion of this course, the student will know:

1. How to clarify their perception of the traditional client-vendor relationship from the *client's* viewpoint
2. How to clarify their perception of the traditional client-vendor relationship from the *vendor's* viewpoint
3. How to re-evaluate the “customer is always right” concept
4. Who *influences* the width of the performance gap between commitment and compliance within a client-vendor relationship
5. Who *controls* where the vendor works within the performance gap between commitment and compliance.
6. Why and how the relationship between the leader and work performer impacts work productivity
7. The five components of motivation important to a vendor
8. How these motivational components relate to a successful client-vendor relationship
9. How viewing a vendor from a new perspective may have a profound impact on their eventual relationship
10. What vendors typically look for in a relationship with a client
11. What are the most typical complaints about vendors
12. How to identify the characteristics of a relationship with a vendor that would best satisfy a client
13. How to construct the foundation for a successful relationship with a vendor
14. Key phrases to add to RFIs and RFPs to alert potential vendors that a client is considering a non-traditional relationship
15. To develop an easy-to-use and fair evaluation system for subjective or “fuzzy” topics that are traditionally difficult to measure.

HOW DO WE VIEW VENDOR RELATIONSHIPS?

How do you think a typical **CLIENT** would respond to these issues *from their viewpoint?*



The price for the product or service <u>charged by the vendor</u>	
Importance of <u>client</u> problems	
Importance of <u>vendor</u> problems	
Flexibility in contract terms for the client	
Flexibility in contract terms for the vendor	
Commitment to the success of the relationship by the client	
Commitment to the success of the relationship by the vendor	
Procedures for conflict resolution	
Determination of formal and informal communication channels	
Progress toward achieving desired business results of the client	
Progress toward achieving desired business results of the vendor	
Clarification of roles and responsibilities on both sides	
The need for “business solutions” and not just “problem solutions”	
The development of a friendly relationship with their counterpart	
Periodically re-evaluate the nature of the relationship	
A process for on-going learning and knowledge sharing	

How do you think a **VENDOR** would expect a **TYPICAL CLIENT** to respond to these issues *from the client's viewpoint*?



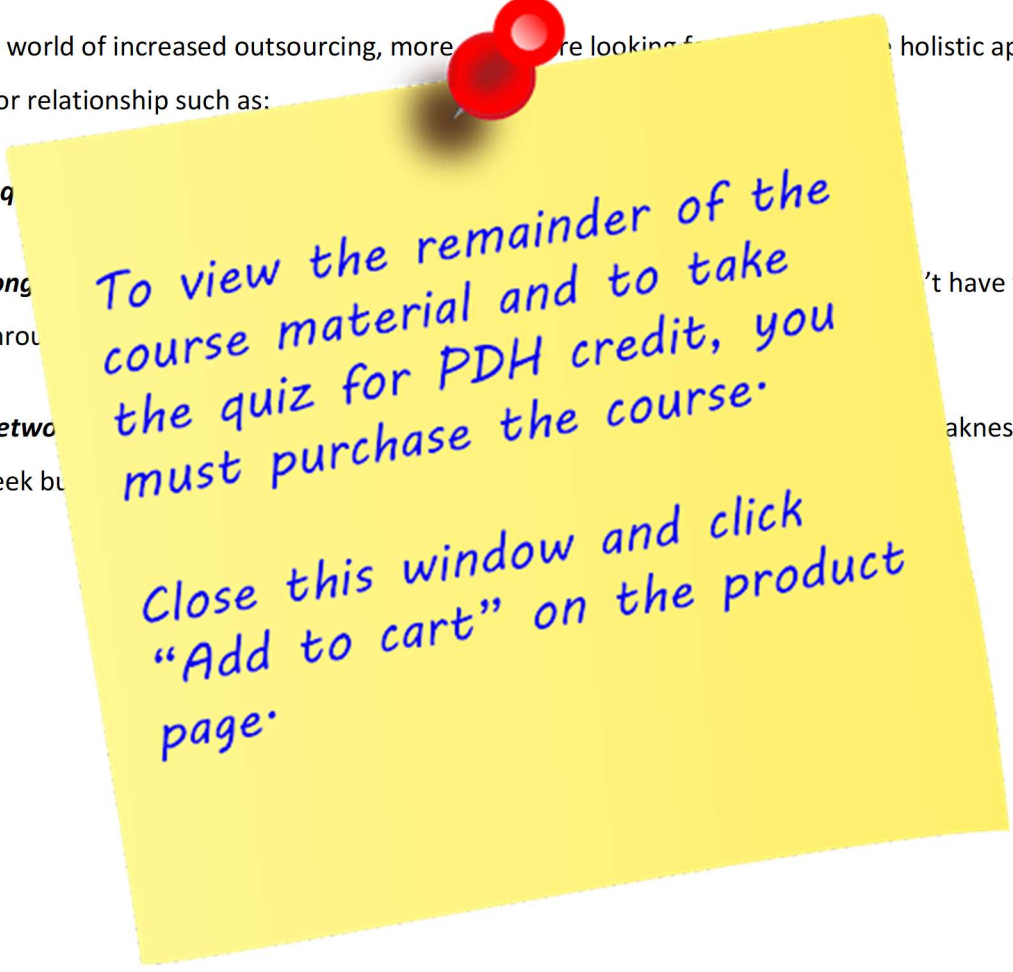
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Overall, did you slant your comments more toward the benefit of the **client**, the **vendor**, or are they **equally balanced**?

Historically, the viewpoint of “the customer is always right” has led to a subservient mindset between service provider and service buyer: i.e., the **basic commodity-for-cash transaction**. This results in clients and vendors ultimately being less than fully satisfied with their on-going relationship with each other.

In today’s world of increased outsourcing, more are looking for a holistic approach to a vendor relationship such as:

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