

# Course : Optimizing the performance of suppliers and subcontractors

*Practical course - 2d - 14h00 - Ref. FST*

*Price : 1590 CHF E.T.*

★★★★☆ 4,6 / 5

How to organize a continuous improvement process for purchasing? This training course will enable you to identify the best practices for monitoring supplier performance, in order to set up a dynamic of progress and total quality that involves your suppliers.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Integrating supplier management into purchasing performance
- ✓ Implement a supplier selection and evaluation process
- ✓ Define performance monitoring and evaluation indicators
- ✓ Anticipating incident management
- ✓ Delegate quality assurance processes to suppliers

## Intended audience

Quality and purchasing managers, purchasing managers, general service managers, buyers.

## Prerequisites

Basic knowledge of quality.

## Practical details

### Exercise

Case studies and scenarios followed by group debriefing, examples, experience sharing.

### Teaching methods

Active, participative teaching methods. Alternating theory and practice with application to the context and experience of participants.

## Course schedule

### PARTICIPANTS

Quality and purchasing managers, purchasing managers, general service managers, buyers.

### PREREQUISITES

Basic knowledge of quality.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Selecting suppliers and subcontractors

- Draw up a list of suppliers and subcontractors.
- Understand the purchasing process.
- Write product or system specifications.
- Defining total quality.
- Choose appropriate criteria for evaluating and selecting suppliers.

### Exercise

Definition and choice of indicators in sub-groups. Collective debriefing.

## 2 Monitoring performance: tools and methods

- Select new suppliers following a certification audit.
- Monitor quality, price and deadlines.
- Calculate the cost of obtaining quality within the company and from suppliers.
- Analyze the cost of failures, check against prevention investment.
- Negotiate with suppliers on the cost of non-quality.
- Create a dashboard using relevant indicators.
- Tracking tools for each supplier and global consolidation of results.
- Set continuous improvement targets with suppliers.

### Case study

In sub-groups: create a dashboard using selected indicators. Collective debriefing.

## 3 Supplier quality assurance (AQP/AQF)

- The quality assurance contract: definition and conditions.
- Buyer and supplier liability.
- Transmit information.
- Communicate a regular assessment of our actions to our partners.
- Make them feel like stakeholders and involve them in continuous improvement.

### Exercise

Situational exercises on communicating information with partners. Group debriefing.

## 4 Managing non-compliance with commitments

- Request corrective action.
- Trigger audits in case of doubt.
- Implement the necessary penalties for non-compliance.
- Manage conflicts and exercise greater oversight.
- Maintain your relationship with your partner, if possible.

### Case study

Escalating a conflict with a supplier or subcontractor. List possible actions. Collective debriefing.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 18 June, 18 June, 1 Oct., 1 Oct., 10 Dec.,  
10 Dec.