



# EFFICIENT SUPPLIER RELATIONSHIP MANAGEMENT (SRM)

## PROCESSES & METHODS FOR SUSTAINABLE IMPROVEMENT OF SUPPLIER RELATIONS

In this seminar all elements of a systematic approach towards a successful supplier relation management system will be introduced. From supplier identification and supplier evaluation to supplier development initiatives all aspects will be discussed. The objective is to position SRM as a vital and integrated lever connected to category management strategies and cost saving initiatives.

**TARGET GROUP:** Buyers who are involved in national and international supply markets and in charge of supplier management activities as well as in all initiatives to improve supplier performance parameters

**TRAINING METHODS:** Lectures, group discussions, case studies and group work

**TRAINER:** Hanno Dettlof



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### TOPICS

#### Introduction to SRM

- › Definitions and objectives of SRM
- › Successfactors & benefits of a professional SRM programme
- › Elements of a complete SRM system
- › Digitalization of SRM processes
- › Organizational preconditions for SRM

#### Supplier Identification

- › The role of continuous market research for successful scouting and preventive risk management
- › Supplier registration method, the objective and introduction of business cases

#### Supplier Selection

- › Supplier selection methods
- › Prequalification criteria including sustainability assessments
- › Supplier self-assessment tool, the objective and introduction of business cases
- › Supplier evaluation prior to deliveries
- › Introduction of the SCOPE model
- › The instrument of a cost/benefit analysis and related case studies

#### Supplier Evaluation & Development

- › Methods of supplier evaluation
- › Benefits of a powerful supplier evaluation system
- › Derailers of most supplier evaluation systems
- › Problems of subjective evaluation criteria
- › Segregation of material and service evaluations
- › Supplier development matrix
- › 4 motivation strategies for supplier development
- › Recommendations to structure development process and meetings
- › Monitoring supplier development activities with supplier balanced scorecard

#### Supplier Classification/Segmentation

- › Definition and benefits of supplier classes
- › Supplier vs. customer expectations
- › Misinterpretation of supplier classes
- › Contractual aspects of supplier segmentation
- › Linkage of supplier classes with procurement strategies

#### Collaborative Tools

- › Cost analysis tools
- › TCO concept
- › Innovation and idea management
- › Risk management
- › Supplier workshops/supplier days
- › Value analysis



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1<sup>st</sup> Day: 09.30 – 17.00  
2<sup>nd</sup> Day: 08.30 – 16.30



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