



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Vendor Relationship Management

Custom Courses / Procurement and Supply Chain Management

Unit Standard AATICD-0124 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to strategically manage relationships with key vendors and suppliers. Participants will learn to evaluate vendor performance, negotiate contracts, and foster collaborative partnerships that drive organisational value. The course emphasises ethical procurement practices and alignment with South African supply chain regulations.

Category	Custom Courses
Subfield	Procurement and Supply Chain Management
Unit Standard	AATICD-0124
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply vendor selection criteria and due diligence processes to identify suitable suppliers.
- Analyse vendor performance data using key performance indicators (KPIs) to inform decision-making.
- Evaluate contract terms and negotiate agreements that balance cost, quality, and service levels.
- Implement vendor development initiatives to enhance supplier capabilities and mutual growth.
- Demonstrate effective communication and conflict resolution strategies in vendor relationships.

WHO SHOULD ATTEND

- Procurement officers, supply chain managers, and business owners who oversee vendor interactions and seek to optimise supplier performance and reduce risk.

COURSE OUTLINE

Day 1: Introduction to Vendor Relationship Management

- Overview of Vendor Relationship Management (VRM)
- Strategic value of vendor partnerships
- Vendor lifecycle stages
- Key stakeholders in vendor management
- Ethical considerations and compliance
- Introduction to vendor segmentation
- Case studies of successful VRM

Day 2: Vendor Selection and Onboarding

- Vendor evaluation frameworks
- Request for proposal (RFP) processes
- Risk assessment methodologies
- Contract negotiation basics
- SLA components and key performance indicators (KPIs)
- Onboarding checklists and documentation
- Legal and regulatory considerations

Day 3: Performance Monitoring and Communication

- KPI development and balanced scorecards
- Vendor scorecards and dashboards
- Performance review meetings
- Communication strategies for vendor relationships
- Conflict resolution techniques
- Escalation procedures
- Continuous improvement frameworks

Day 4: Relationship Building and Strategic Partnerships

- Trust and collaboration in vendor relationships
- Vendor development and capability building
- Joint business planning
- Innovation through vendor partnerships
- Risk sharing and value creation
- Managing multi-vendor environments
- Cultural considerations in global vendor relations

Day 5: Advanced VRM, Technology, and Integration

- VRM software and tools (e.g., SAP, Oracle)
- Data analytics for vendor insights
- Integration with procurement and supply chain
- Vendor offboarding and transition planning
- Auditing and compliance
- Emerging trends (AI, blockchain)
- Creating a VRM strategy and roadmap

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0124) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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