



# TOTAL QUALITY ASSOCIATES

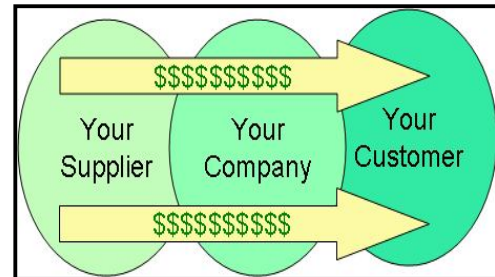
*Achieving Results through Business Excellence*

## Supplier Performance—Tools for Achieving Excellence

This 1-day workshop is for those who are responsible for managing supplier performance and want to improve the performance of their key supply base and increase profitability.

Poor supplier performance *can kill your bottom line* and create much frustration. It does NOT have to be that way. This interactive workshop will help you change all that.

- Create a supplier excellence process, which improves supplier selection and encourages continuous improvement.
- Other topics include:
  - ◇ Potential supplier screening criteria
  - ◇ Getting the suppliers' attention
  - ◇ Supplier auditing
  - ◇ Performance Scoreboard
  - ◇ Effective performance feedback methods
  - ◇ Corrective action that really corrects problems
  - ◇ Deselection ... when necessary
- Develop a planning matrix for your key suppliers.



### ***Expected outcomes*** — You WILL leave with:

- √ A full appreciation of what it takes to optimize supplier performance.
- √ A "toolbox" for improving supplier performance.
- √ A broad roadmap for an effective supplier performance excellence process.
- √ Specific improvement actions for one of your problematic key suppliers.

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Contact us for workshop structure, cost, dates and in-house options.

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