

Managing Supplier Quality

Course code: Q4IT_MSQUA

Digital transformation, new IT management models, agility are trends that significantly interfere with traditional and often outdated supplier management methods, when the only criterion was the offered price. The innovativeness of IT, the speed of response to requirements, the ability to offer new technologies and the support of new business models presupposes a suitable mix of suppliers with whom IT cooperates. So it is not just about the lowest price, but about the supplier's ability to continuously innovate and offer better solutions, the ability to quickly adopt modern trends and apply them correctly. The key is cooperation, creating ecosystems of cooperating partners that bring benefit to all cooperating parties. The course is devoted to the new area of quality management of IT suppliers, where the dominantly used price criterion is extended by the dimension of quality. The course describes existing supplier management models and expands these models with new management models, such as collaborative models, described in the new ISO/IEC 44001:2017 standard, applies the management principles described in the IT Quality Index 2019 Edition methodology. Suppliers are selected and managed on the basis of multi-dimensions, where one of the principles is mutual benefit of cooperation, motivation to improve and develop existing relationships to a higher level. SFIA skills: Sourcing SORC 2-7, Supplier Management SUPP 2-7, IT Contract management ITCM 3-6. Participants will learn how to categorize requirements for suppliers, how to create a portfolio of suppliers with an appropriate mix of emphasis on price, emphasis on quality. Participants will learn about the key parts of the ISO/IEC 44001:2017 and ISO/IEC 56002:2019 standards. They will learn the principles of "collaboration networks" - mutually cooperating entities that maximize mutual benefit. The price includes the price of the online exam "Certification Managing Supplier Quality" - CMSQ.

Who is the course for

IT leaders, supplier managers, persons responsible for the purchase of IT services, central purchasing staff.

Required skills

There are no requirements for course participants, a general overview of ITSM (IT Service Management) and IT Quality Index is recommended.

Course outline

- The term IT supplier, concepts service supplier, customer, key principles of IT Service Management
- Definition of quality according to ISO/IEC 9001, 20000, application of quality to the field of SLM, Service catalog
- Supplier management – IT Quality Index, dimension S4, P3
- Vendor management in COBIT 2019, APO 10 Managed Vendors, APO 09 Managed Service Agreements
- Description of traditional models and paradigms - Customer demand and demand fulfillment
- New collaborative models - key parts of ISO/IEC 44001, 56002, IT Quality Index model and DCMM model concepts
- Categorization of suppliers - consequences of categorization according to quality and innovation potential
- Innovation and testing of new procedures - experimentation.
- Categorization of suppliers in terms of size and implications for supplier management
- The ecosystem of suppliers - digital transformation from the perspective of collaborative methodologies
- Diversification of suppliers as the basis of quality from the point of view of innovation initiatives - Supplier diversity program
- Contract terms with suppliers that encourage innovation and quality improvement
- **Online final test "Certification Managing Supplier Quality" - CMSQ**

Additional information

IT director: The procedures applied by our central purchasing were designed in the 90s, their main emphasis was to achieve the lowest possible price while meeting quality criteria. However, this model does not allow cooperation on innovative projects, when the output of cooperation is not a pre-defined and described product. However, we managed to change the rules and now have much more flexible conditions for the selected segment and type of suppliers. We managed to establish cooperation with smaller companies, where the verification of new ideas and innovations takes place much faster. Work with suppliers is now managed based on the Price/Quality categorization.

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- The course is led by a holder of the Accredited IT Quality Expert certification.
- The training materials are in English to preserve international terminology, as some terms do not have experienced equivalents in Czech
- The course includes exercises and practical tools for use in practice.

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