



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Supplier Relationship Management Course

OVERVIEW



Every company invests significant time, effort and money in their supplier selection process. However, all precautionary and evaluation steps are undertaken at the start of their relationship with suppliers. How does one ensure that supplier performance evaluated at the start stays consistent through the relationship with the organisation? This gives rise to the need for supplier performance evaluation at regular intervals through the relationship.

Companies have now realised the need for some form of objective performance evaluation and are gathering data and determining key performance indicators to draw objective conclusions regarding supplier performance, enabling these organisations to take relevant action.

Various important characteristics are measured and tracked, and feedback is delivered accordingly, inciting efforts to improve and perform better. These metrics revolve around quality, delivery time, costs, responsiveness, etc.

This training course will provide you with the required understanding and knowledge of supplier selection and performance evaluation that will help you think objectively of measures to track and measure supplier performance and devise corrective action accordingly.

This Supplier Relationship Management Course will equip you with the necessary skillset and capabilities to devise and gather ratings and performance metrics and the strategic mindset to define corrective action accordingly.



COURSE OBJECTIVES

The main objective of this Supplier Relationship Management Course is to empower professionals with:

- in-depth knowledge and understanding regarding ratings, metrics and methods to evaluate supplier performance
- the required skill and understanding to define objective metrics and measurements to act as indicators of supplier performance
- the necessary understanding of advanced concepts and techniques to define, track and correct supplier performance
- the ability to enhance business performance through effective and favourable supplier relationship management
- the ability to contribute to controlling risks and distractions related to supplier relations and performance
- the experience and confidence to maintain good supplier relations and performance, ensuring the credibility of suppliers, in turn contributing to an increase in organisational credibility leading to increased investments
- the necessary skills and capabilities to check for gaps in processes of supplier performance evaluation so as to identify issues earlier, take corrective action in time and save costs for the organisation, increasing profits in the bargain
- the ability to present to the organisation a range of suppliers in order of preference as per performance and credibility, thereby ensuring continuity and sustainability of business operations, leading to organisational growth and facilitating career progression

TRAINING METHODOLOGY

- We adopt a dual approach to training, both theoretical and practical. The theory is delivered through lectures by experienced professionals from the relevant domain. Practical training is facilitated through role-plays, group assignments and projects as well as detailed, relevant case study discussions.
- Experiential learning is also encouraged to enhance the relevance of the training content to real-life scenarios and problems because experiences of trainees are discussed in detail by the trainer.





ORGANISATIONAL BENEFITS

By professionals undertaking this Supplier Relationship Management Course, organisations will derive the following benefits:

- Better supplier selection and relationship management because of suggestions from and management by trained and experienced professionals
- Continuous, regular checks on supplier performance with resultant corrective action to maintain their performance at desired levels
- Regular audits regarding adherence to standards and guidelines necessary for suppliers and other vendors
- Objective evaluation and conclusion of supplier performance for effective and accurate decision making regarding contracts with suppliers
- Timely prevention of risks and challenges related to supplier non-performance and non-adherence, thus leading to cost savings and increased profits
- Assurance of a continuous supply of materials and goods for effective supply chain performance to ensure timely delivery of high-quality goods to customers, thus resulting in extreme client satisfaction
- Fool-proof methods for tracking and tracing supplier performance and cooperation to ensure that the business is supported well by the supplier, thereby increasing the credibility of the organisation, leading to greater investments and organisational growth and development

PERSONAL BENEFITS

Professionals enrolling for this Supplier Relationship Management Course will derive the following benefits:

- Detailed understanding of best practices for effective supplier selection as well as relationship and performance management
- Increased understanding and skill to devise and work with objective measures and metrics to track supplier performance and define related corrective action
- Enhanced perspective and experience to use available data to predict challenges and risks and define measures to prevent these from impacting relationships as well as operations in the supply chain
- Greater understanding and experience to work with advanced techniques and measures for supplier performance management, thereby demonstrating skill and potential and inviting further opportunities of higher roles and responsibilities for growth and development
- Increased skill and understanding and greater ability to contribute to business performance and excellence through effective supplier relations and retention, thereby contributing to organisational growth and development
- Increased skill and confidence to train other professionals on managing supplier performance
- Increased ability to confirm supplier credibility, thereby increasing organisational credibility and, ultimately, leading to more investments
- Greater ability and experience to contribute to reduced costs and increased profits for the organisation
- Enhanced skill set and capabilities to ensure continuity in business and sustainability of operations

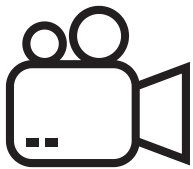




WHO IS THIS PROGRAMME FOR?

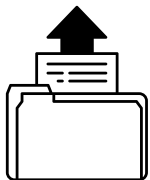
- Suppliers and other vendors dealing with an organisation for any process
- Performance managers and supervisors dealing with suppliers and responsible for managing their performance regularly
- Senior members of an organisation responsible for all key decisions within the organisation
- Quality checkers and compliance officers responsible for ensuring adherence to set standards and benchmarks
- Investors and other important shareholders who would like to know about the credibility of the organisation through the management of its suppliers
- Operations managers and supervisors responsible for overseeing all operations related to the supply chain, particularly those processes dependent on suppliers
- Any other professional who would like to know more about the supplier performance evaluation

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



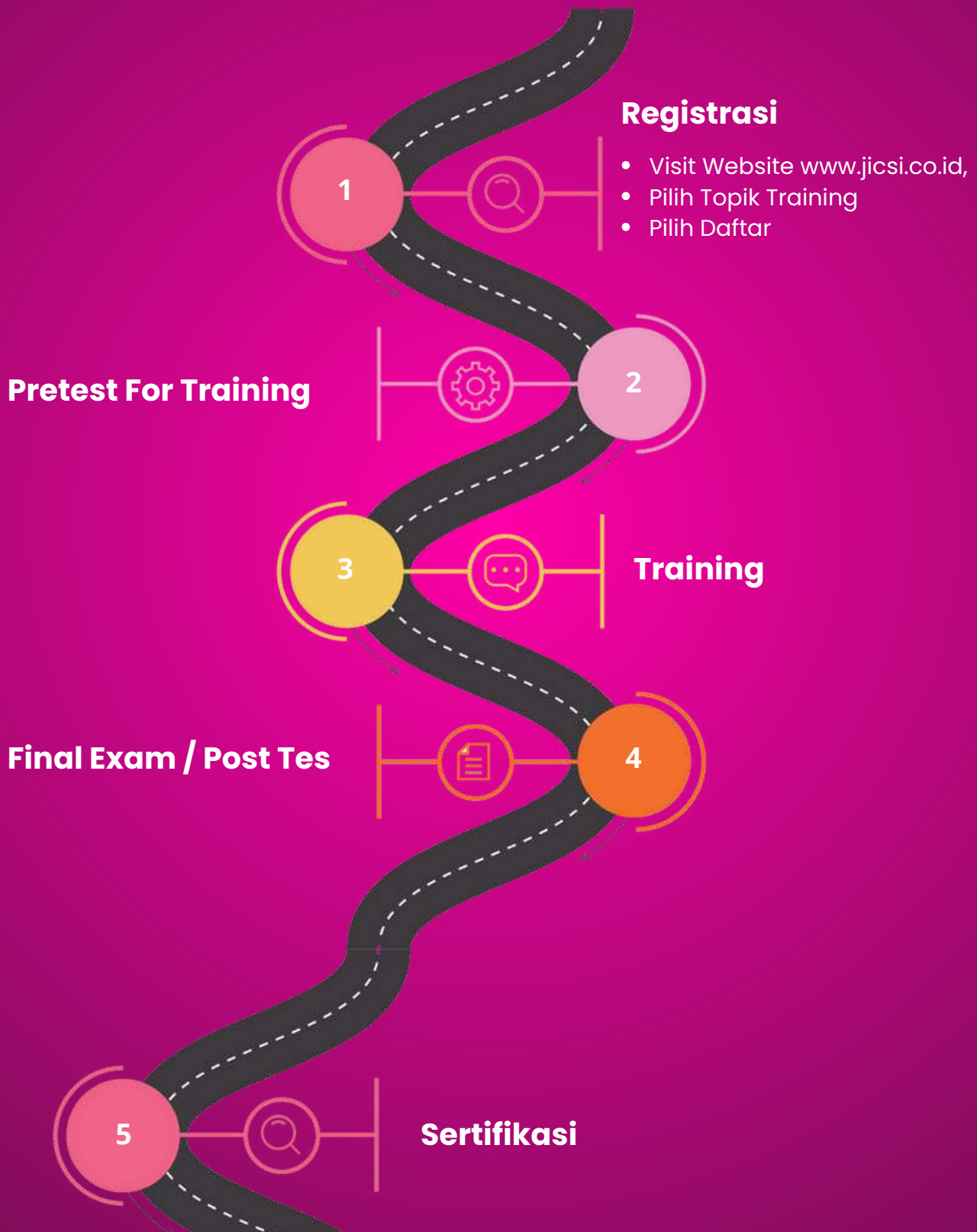
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Ways to Improve Supplier Performance

Module 2 : Benefits of Supplier Performance Measurement

Module 3 : Supplier Performance Metrics

Module 4 : Steps to Evaluate Supplier Performance

Module 5 : Qualities Indicative of Supplier Performance

Module 6 : Approaches in Supplier Performance Evaluation

Module 7 : Challenges in Supplier Performance Evaluation

Module 8 : Techniques for Supplier Performance Management



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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