

Day 1: Supplier Strategy

- **Overview of Supplier Quality Management:** Introduction to the concept, importance of supplier quality, and industry trends.
- **Defining Supplier Strategy:** Understanding how supplier quality fits into broader business objectives.
- **Supplier Development and Relationships:** Methods to build strong, strategic relationships with suppliers.
- **Practical Exercise:** Group activity to develop a basic supplier strategy for a hypothetical company.

Day 2: Risk Management

- **Understanding Supplier Risk:** Identifying common risks in supplier relationships (e.g., quality, delivery, compliance, etc.).
- **Risk Assessment and Mitigation:** Techniques to assess and mitigate risks (e.g., risk matrix, FMEA).
- **Supplier Risk Management Framework:** Frameworks for integrating risk management into supplier quality processes.
- **Case Study:** Analyze a real-life supplier risk incident and discuss how it was managed.

Day 3: Supplier Selection and Part Qualification

- **Supplier Selection Process:** Criteria for selecting suppliers, including quality, cost, reliability, and innovation.
- **Part Qualification and Validation:** Methods to ensure parts meet quality standards (e.g., PPAP, IQ/OQ/PQ).
- **Supplier Audits and Assessments:** Conducting effective supplier audits to ensure compliance.
- **Workshop:** Develop a supplier selection process for a given scenario, focusing on quality and risk considerations.

Day 4: Supplier Performance Monitoring and Improvement

- **Supplier Performance Metrics:** Key performance indicators (KPIs) to monitor supplier quality.
- **Continuous Improvement in Supplier Relationships:** Applying Lean, Six Sigma, and other methodologies to supplier quality.
- **Corrective Action and Supplier Development:** Approaches to manage supplier non-conformance and drive improvement.

- **Group Discussion:** Share experiences and best practices for improving supplier performance.

Day 5: Supplier Quality Management

- **Quality Management Systems (QMS) and Suppliers:** Integrating supplier quality into the company's QMS.
- **Supplier Quality Agreements:** Crafting agreements that define quality expectations and responsibilities.
- **Supplier Quality Tools and Techniques:** Applying statistical process control (SPC), root cause analysis, etc.
- **Hands-On Activity:** Create a basic supplier quality agreement and identify quality tools for a given scenario.

Day 6: Relationship Management

- **Building Supplier Partnerships:** Strategies for establishing long-term, mutually beneficial relationships.
- **Managing Supplier Conflicts:** Techniques for conflict resolution and maintaining strong relationships.
- **Communication and Collaboration with Suppliers:** Best practices for effective communication and collaboration.
- **Role-Playing Exercise:** Simulate a supplier conflict scenario and work on resolution strategies.

Day 7: Business Governance, Ethics, and Compliance

- **Ethical Practices in Supplier Quality:** Understanding the importance of ethics in supplier relationships.
- **Compliance and Regulations:** Overview of relevant regulations and standards (e.g., ISO, GMP, SOX).
- **Business Governance and Supplier Quality:** Ensuring supplier quality aligns with corporate governance.
- **Final Project:** Develop a comprehensive supplier quality strategy, incorporating all topics learned during the training.