

Vendor & Contract Mgmt: ISO 9001 & ISO 44001

Learn to manage vendors and contracts using ISO 9001, ISO 44001 and ISO 31000, from selection to risk mitigation.

2 Days

DURATION

9

MODULES

55

TOPICS

4

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers vendor management and contract management practices aligned with ISO 9001, ISO 20400, ISO 31000 and ISO 44001. It opens with an overview of relevant ISO standards before addressing vendor selection, evaluation methods and supplier performance management, including KPIs, monitoring and handling non-conformance. Risk identification and mitigation techniques are examined for both vendor and contract contexts, using tools such as SWOT and PESTLE analysis. The second half turns to contract development, drafting and negotiation, collaborative business relationships under ISO 44001, contract lifecycle administration, dispute handling and related risk management, supported throughout by group exercises and case studies.

WHO THIS COURSE IS FOR

Vendor Managers

Contract Managers

Procurement Officers

Compliance Officers

Supply Chain Professionals

Risk Managers

LEARNING OBJECTIVES

- Explain the principles of ISO 9001, ISO 20400, ISO 31000 and ISO 44001
- Identify criteria and methods for vendor selection and evaluation
- Apply ISO 9001 requirements to supplier evaluation and monitoring
- Analyse vendor performance using KPIs and reporting data
- Assess vendor and contract risks using SWOT and PESTLE analysis
- Plan risk mitigation strategies for vendors and contracts
- Develop contracts covering scope, deliverables and payment terms
- Describe contract lifecycle stages and dispute resolution mechanisms

9 Modules, 55 Topics

DAY 1 Vendor Management

01

09:00 - 09:30

Introduction and Objectives

WELCOME AND INTRODUCTIONS

- Trainer and participant introductions
- Brief overview of participant backgrounds and roles

TRAINING OBJECTIVES

- Understanding the importance of effective vendor management
- Gaining familiarity with relevant ISO standards
- Learning key processes and best practices

02

09:30 - 10:30

Overview of ISO Standards

INTRODUCTION TO ISO STANDARDS

- Overview of ISO 9001: Quality Management Systems
- Overview of ISO 20400: Sustainable Procurement
- Overview of ISO 31000: Risk Management

KEY PRINCIPLES AND TERMINOLOGY

- Definitions and concepts
- Importance of compliance and certification

03

10:45 - 12:00

Vendor Selection and Evaluation

CRITERIA FOR VENDOR SELECTION

- Understanding business needs and requirements
- **Key factors:** cost, quality, reliability, and sustainability

VENDOR EVALUATION METHODS

- Developing a vendor evaluation framework
- Using scorecards and checklists
- Conducting site visits and audits

ISO 9001 REQUIREMENTS FOR SUPPLIER EVALUATION

- Ensuring vendors meet quality standards
- Continuous monitoring and periodic re-evaluation

04**13:00 - 14:30**

Vendor Performance Management

KEY PERFORMANCE INDICATORS (KPIs) FOR VENDORS

- Setting and measuring KPIs
- **Common KPIs:** delivery time, defect rates, compliance rates

PERFORMANCE MONITORING AND REPORTING

- Regular performance reviews and feedback
- Using data analytics for performance assessment

HANDLING VENDOR NON-CONFORMANCE

- Identifying and addressing issues
- Implementing corrective actions
- Communication and documentation

05**14:45 - 16:00**

Risk Management in Vendor Management

IDENTIFYING AND ASSESSING RISKS (ISO 31000)

- **Risk identification techniques:** SWOT, PESTLE analysis
- **Risk assessment methodologies:** qualitative and quantitative

RISK MITIGATION STRATEGIES

- Developing risk mitigation plans
- Diversifying suppliers and creating contingency plans
- Regular risk reviews and updates

CASE STUDIES AND EXAMPLES

- Real-world examples of risk management in vendor management
- Group discussion and analysis

Practical Exercises and Q&A

16:00 - 17:00**2 Activities**

06

09:30 - 10:30

Overview of ISO Standards for Contract Management

INTRODUCTION TO ISO STANDARDS

- Overview of ISO 9001: Quality Management Systems
- Overview of ISO 44001: Collaborative Business Relationships

KEY PRINCIPLES AND TERMINOLOGY

- Definitions and concepts
- Importance of compliance and certification

07

10:45 - 12:00

Contract Development

KEY ELEMENTS OF A CONTRACT

- **Essential components:** scope, deliverables, timelines, payment terms
- Legal considerations and compliance

ISO 44001 GUIDELINES FOR COLLABORATIVE BUSINESS RELATIONSHIPS

- Building and maintaining strong business relationships
- Principles of collaboration and partnership

DRAFTING AND NEGOTIATING CONTRACTS

- Best practices for contract drafting
- Negotiation techniques and strategies
- Addressing common contract clauses and pitfalls

08

13:00 - 14:30

Contract Administration and Performance Management

CONTRACT LIFECYCLE MANAGEMENT

- **Stages of the contract lifecycle:** initiation, execution, and closure
- Tools and software for contract management

MONITORING CONTRACT PERFORMANCE

- Setting performance benchmarks and indicators
- Regular performance reviews and reporting
- Handling performance deviations and disputes

HANDLING CHANGES AND DISPUTES

- Managing contract amendments and modifications
- Dispute resolution mechanisms and escalation procedures

Risk Management in Contract Management

IDENTIFYING AND ASSESSING CONTRACT-RELATED RISKS (ISO 31000)

- Common contract risks: financial, operational, legal
- Risk assessment methodologies: qualitative and quantitative

RISK MITIGATION STRATEGIES

- Developing risk mitigation plans
- Regular risk reviews and updates

CASE STUDIES AND EXAMPLES

- Real-world examples of risk management in contract management
- Group discussion and analysis

Practical Exercises and Q&A

16:00 - 17:00

2 Activities

NOTES

- Use real-life case studies and examples: illustrate key points with industry-specific examples and encourage participants to share their experiences.
- Incorporate interactive activities and group discussions to foster engagement and collaboration among participants.
- Provide participants with handouts and reference materials: detailed handouts, checklists, templates, and references to ISO standards and additional reading materials.
- Ensure training materials are up-to-date: regularly review and update training content, including the latest revisions and best practices from ISO standards.

HANDS-ON ACTIVITIES

Practise What You Learn

MODULE	ACTIVITY
Practical Exercises and Q&A	GROUP EXERCISES ON VENDOR EVALUATION AND RISK MANAGEMENT ■ Participants work in groups to evaluate a sample vendor ■ Developing a risk management plan for a hypothetical scenario
Practical Exercises and Q&A	GROUP EXERCISES ON CONTRACT DRAFTING AND RISK MANAGEMENT ■ Participants work in groups to draft a sample contract ■ Developing a risk management plan for a hypothetical scenario

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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