Course Description

The formation of partnerships between firms is becoming an increasingly common way to find and maintain competitive advantage in the industry. One key motive for implementing local and regional partnerships is the belief that working together is more effective than working in isolation. Partnership formation and the characteristics of the resulting cooperative working relationship have been an area in various company planning. Often, an understanding of characteristics associated with partnership success is lacking. However, such understanding is important in reconciling the prescriptions to form partnerships as the main tasks of partnerships is to find synergistic ways in which organisations (with different capabilities, responsibilities and approaches) can co-operate in fulfilling a common goal, it is necessary to adapt methods and ways of working accordingly. It is known that the reality is a majority of such partnerships do not succeed.

This course aims to develop and maintain effective relationships with suppliers to the organisation to ensure efficient supply chain processes. It will provide the knowledge required for competent workplace performance in situations where partnership has been established. Throughout the course, the participants will learn how to plan in acquiring goods and services through strategic partnership, evaluating potential partners, administrating partnership contracts, review partners delivery performance, resolving disagreements with partners, manage ongoing relationship with partner. It is based on experience sharing and review of industry practices on different partnership models, methods, structures and frameworks that an organisation can adopt in order to achieve success in the planning and execution of effective partnerships. In addition, it also addresses essential softer aspects, like partner interaction, feedback, achieving a win-win commitment and maintaining transparency, to ensure that there is long-term sustainability in the working relationship. The participants will be able to plan for the procurement of goods and services through partnership, develop a process and criteria to evaluate potential suppliers, monitor the performance of supply contractors and apply high level communication and interpersonal skills to maintain effective relationships with suppliers to ensure efficient supply chain processes and to mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and individuals within it.

Duration
3 days

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Programme Benefits

- Understand the relationships between independent companies who share compatible goals, strive for mutual benefit and acknowledge a high level of mutual interdependence through strategic partnerships.
- Explore process and criteria to evaluate potential suppliers and establish a prioritised supplier shortlist against the criteria.
- Develop terms of appointment within contracts of partnership to achieve service support requirements.
- Learn to identify and investigate causes of disagreements with partners and assess the partnership viability.
- Exploit the best practices for identifying and investigating causes of disagreements with partners that may lead to validity assessments.
- Evaluate supplier performance against the requirements of partnership agreements.

Programme Outline

1. Commercial Independent Company Partnerships Fundamentals
   - Classification and definitions of partnerships between independent companies
   - Relationship and process stakeholders
   - Partnership attributes
   - Core and Non-Core definitions
   - Characteristics of partnership success

2. Evaluate potential partnership candidate companies
   - Process in evaluating potential companies to establish partnership

3. Partnership Terms Of Contract And Related Negotiations
   - Criteria to enable an effective evaluation of services are established and all existing partners assessed against the criteria
   - Terms of appointment of partners to achieve service support requirements are established for relationships to be maintained and developed

4. Managing Strategic Partner Relationships
   - Relationship challenges and risk management
   - Managing strategic relationships
   - The Relationship Lifecycle

5. Resolving Disagreements With Partners
   - Managing conflicts in relationships
   - Identify and investigate causes of disagreements with suppliers and assess their validity
   - Negotiate and resolve disagreements
   - Document amendments to agreements as a consequence of the resolution of disagreements
   - Seek and obtain approval for amendments
   - Communicate approved amendments to suppliers and relevant personnel

6. Negotiating partner contracts
   - Negotiations are undertaken with selected contractor for the contracting of required goods/services on a ‘without prejudice’ basis
   - Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators
   - Contract negotiations conform to established workplace requirements and relevant legislation
   - Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply
   - Technical support in the drafting of contracts is accessed where required
   - Documentation systems are established to ensure traceability of orders and financial transactions
   - Quality assurance procedures for supplied goods/services are initiated

7. Review Delivery Performance Of Partners
   - Appraisal of partner performance against the requirements in the agreements
   - Evaluate effectiveness of partner appraisal
   - Inform partners of evaluation outcomes as required
   - Make recommendations about future use of partners to relevant personnel
   - Reciprocal trading between partnership companies
   - Risks and costs of changing partners

Who Should Attend

Technical and managerial executives and professional and management staff in need of in-depth knowledge on the benefits of acquiring goods and services through establishing strategic partnerships.

Pre-requisites

Participants need to be familiar with organisational procurement guidelines, procurement approval procedures and organisational procedures for monitoring the performance of suppliers.

Course Leader

Paul Tham is a seasoned professional in managing partnerships for large multi-national companies. Overall, Paul Tham has almost three decades of extensive business management in Asia Pacific including Japan, Australia and People’s Republic of China working in a few large US multi-national companies including HP, Sun Microsystems Inc and Oracle Corporation. Paul’s specialisation is in a spectrum of partnership management that included suppliers, subcontractors, vendors, distributors, resell channels, teaming partners and joint ventures with a focus on elevated levels in service delivery to customers. His interest spans across the domain of partner management and related behavioural studies. Paul received his Bachelor of Business with Distinction in Marketing and Finance from Curtin University, Western Australia.