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Success Story – Supplier Relationship Management Training

ADR was selected to design, develop and deliver supplier relationship management training for the Tesco Procurement team. The learning objectives were to introduce a common approach to supplier management that would drive continuous improvement. The success of the training would be measured by evidence of a clearly differentiated approach to supplier management based on the supplier type and an increase in the ratings of the Tesco supplier viewpoints surveys.

Client	Tesco
Industry	Retail
Service	Learning
Solution	Supplier Relationship Management Training
Region	UK

ADR brought its expertise in supplier management programmes to advise on the approach that would work best in Tesco's operating environment. Tesco had created their own tailored supplier management guide that included a supplier segmentation tool, and a schedule of performance management activities by supplier type. These were supported by existing policies including the Procurement Policy and Tesco Business Code of Conduct.

ADR worked closely with the Tesco Procurement team to agree a training agenda to meet the needs of the learners and address the desired outcomes. Many of the learners were already embarking on other training matched to their professional development goals, such as CIPS training and negotiation courses. It was therefore important that the training included a blend of learning methods, to avoid fatigue from classroom training.

ADR designed a 2-day course that incorporated the following innovative live supplier Q&A: an in-training teleconference with different external vendors, with supplier management questions posed by each training group the day before.

The evaluations of the training were positive:

- 91% would be apply to apply the learning within 4 weeks.
- 94% would recommend the course to a colleague.
- 100% felt the instructors were experts in the subject matter.

All participants are now applying the new supplier management approach and the next six monthly supplier survey will identify the reaction from the supply base.

The programme sponsor, Adrian Jackson (Head of Marketing Procurement) said "ADR have created and delivered a professional training programme which has enhanced our supplier relationship management understanding and delivery across all procurement categories. We have already to see the benefits through our most recent supplier viewpoint results."

About ADR International

ADR International is one of the world's longest-standing global procurement consultancies. We provide Advisory, Learning and Sourcing services.

For further information on ADR International and our full range of procurement services please email info@adr-international.com or visit the website www.adr-international.com