



Supplier Relationship Management (SRM) Learning and Certification Program

Drive Increased Value from your Supply Relationships

Supplier Relationship Management has become a critical enabler of business performance, whether in the public or private sector, with the potential to drive both value and reputation. Competence is achieved through a combination of operational experience, structured learning and rigorous assessment.

The Supplier Relationship Management Program supports the journey to individual and organizational excellence.

Through their partnership, IACCM and State of Flux have created a world-class and internationally recognised training and certification program in Supplier Relationship Management. Their joint expertise successfully blends the technical, behavioural and collaborative skills required to effectively manage suppliers, enabling organisations to achieve their key business objectives of growth, profitability and shareholder value.

What's Included in the SRM Certification Program?

Skills Assessment: identification of personal and/or team development needs against external benchmarks in the key areas of commercial skills and knowledge.

Development Plan: a personal report with gap analysis, together with learning and experience recommendations.

Learning: a flexible yet structured online and classroom based (either face to face or virtual) program with student and instructor interactions covering the full lifecycle of a strategic relationship.

Certification: an internationally recognized certification in Supplier Relationship Management at Practitioner, Advanced Practitioner or Expert level.

Three SRM Levels of Certification



SRM PRACTITIONER

Possesses the skills to understand and apply SRM principles and techniques in an operational role with regular supervision.



SRM ADVANCED PRACTITIONER

Works with autonomy on a variety of supplier relationship initiatives with experience in advanced operational techniques.



SRM EXPERT

Leads complex and strategic relationships and portfolio management. Influences policies and practices and champions their professional function.

PROGRAM BENEFITS

Employers

- ✓ Confirm and benchmark employee credentials
- ✓ Make visible commitment to employee growth and excellence
- ✓ Provide positive benefit for new hires and support employee retention
- ✓ Achieve a compelling return on investment from improved performance
- ✓ Enhance functional status and influence through unique reporting and competitive insight

Individual

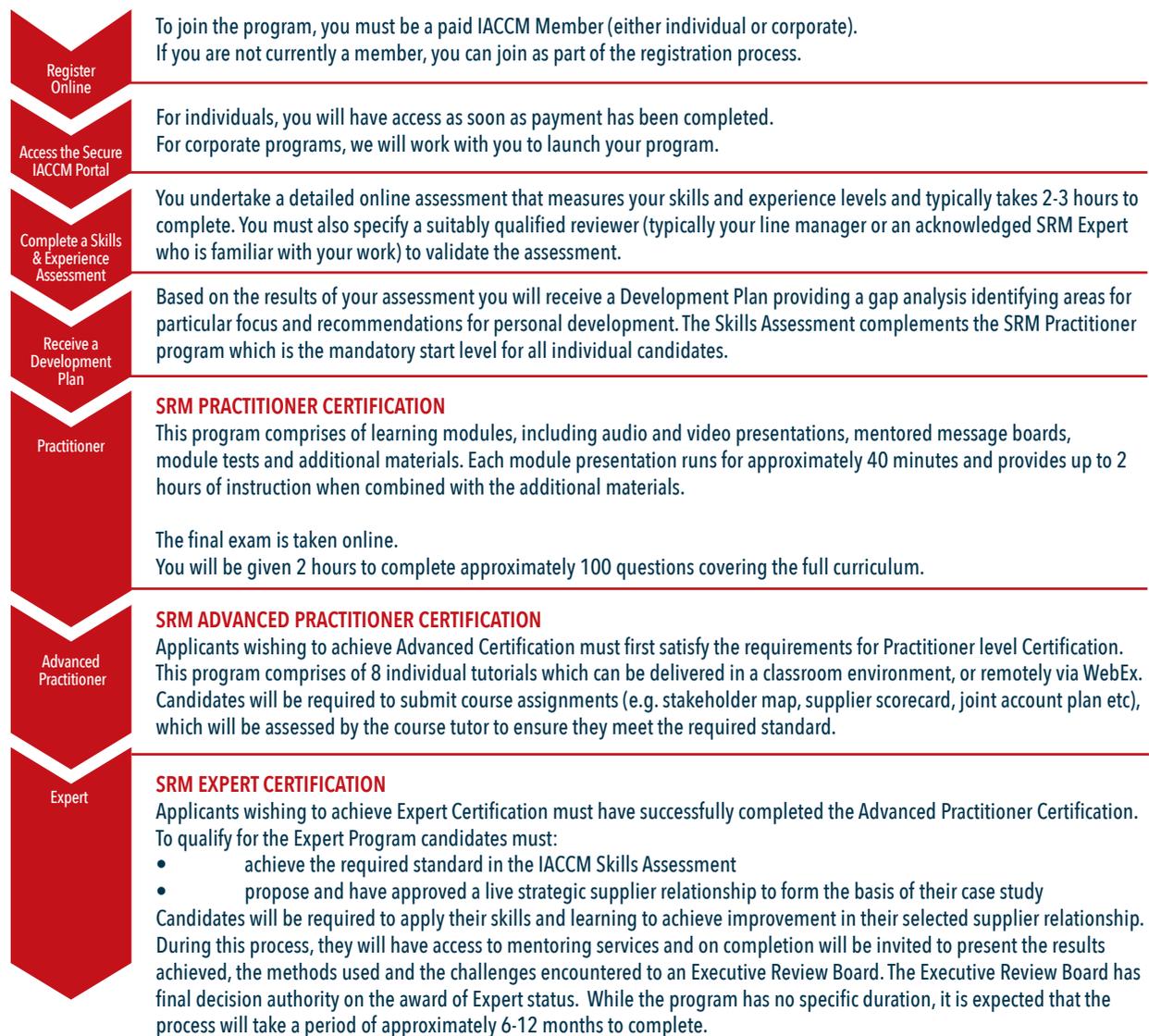
- ✓ Achieve world recognized accreditation
- ✓ Gain detailed knowledge of leading SRM practices and apply it on a real supplier relationship
- ✓ Raise personal status and career path opportunities
- ✓ Join one of the fastest growing global communities
- ✓ Demonstrate your commitment to excellence and world class standards

How does the SRM Certification Program work?

IACCM Certification is based on a holistic assessment of skills, experience and professional contribution, supported by an on-line examination at Practitioner Level, successful submission of course assignments at Advanced Practitioner Level and at Expert level, demonstrated leadership and judgment through the submission and execution of a live strategic supplier case study.

The SRM program is accessed online on the secure IACCM Learning Portal. The Practitioner Certification program level is the first stage for all candidates; it is self-paced and typically takes 3-6 months to complete. The next level of certification, the webinar-based Advanced Practitioner Certification program, takes approximately 12 months to complete. The programs can be taken for teams of 6 or more, as an exclusive corporate cohort. You will have up to 12 months to complete a program.

The journey to SRM Certification



Success

When you successfully complete the training, you will be awarded the status of SRM Practitioner, Advanced Practitioner or Expert. Your certificate will be made available within approximately 2 weeks of program completion and will be valid for 2 years.

You will be able to download one of the three badges associated with the program to list on your electronic signature and your online credentials.

Progressing to the next level of Certification

If you wish to advance to the next Certification level, you may apply no sooner than 1 year after the date of your current Certification award. Upon application, you will be requested to update your skills and experience assessment.

SRM Practitioner Level Learning Modules Overview

INTRODUCTION

- Introduction to SRM
- Defining SRM and its Value

PRINCIPLES OF SRM

- Sourcing Options
- Who are your Suppliers?
- Segmentation Models
- Creating the Agreement
- Understanding the Base Principles for Delivery of your SRM program

BUILDING AND DEPLOYING SRM

- Benchmarking
- The Business Case for SRM
- Stakeholder Management
- Implementing your SRM Program
- Communications Management

MANAGING SRM

- Measuring Success
- Balanced Scorecard
- Governance
- Personal Attributes of a Supplier Relationship Manager
- Culture and Ethics

SRM AND CONTRACT MANAGEMENT

- The Supplier view of SRM
- Claims and Disputes
- Contract Change Management
- Exit Strategy
- Summary Module: bringing it all together

SRM Advanced Practitioner Level Learning Modules Overview

THE LIFECYCLE APPROACH TO SUPPLIER MANAGEMENT

- The supplier lifecycle
- Identifying value drivers through the supplier lifecycle

STAKEHOLDER MANAGEMENT

- Stakeholder mapping
- Building a relationship plan
- Leading cross functional / cross business teams
- Influencing without authority

CONTRACT AND PERFORMANCE MANAGEMENT

- Using contracts as a basis for performance management
- The role of SLAs and KPIs
- Value from two-way scorecards

SUPPLIER RISK MANAGEMENT

- Identifying and managing risks
- Risk reporting
- Managing via risk reporting and key risk indicators

COLLABORATION THROUGH JOINT ACCOUNT PLANNING

- Understand key account manager objectives / account planning
- Evaluating how you are being account managed
- Identifying and assessing collaboration options

IMPLEMENTING VALUE RELEASE PROGRAMMES

- Identify sources of value
- Building a quantified value release plan

INFLUENCE, TRUST AND COMMUNICATIONS SKILLS

- Examine different stakeholder communication methods
- Communicating persuasively
- Building trust and communication

MANAGING SUPPLIER INNOVATION

- Key drivers of innovation
- Building and assessing ideas
- Building a joint business case
- Maintaining supplier engagement

SRM Expert Level Learning Modules Overview

LOGICAL EXTENSION OF ADVANCED PRACTITIONER LEVEL

The key activities (and deliverables) from Advanced Practitioner level automatically form the basis for working towards Expert level Certification and encourage and drive a high level of conversion from Advanced Practitioner to Expert

TRANSFORMING LEARNING INTO BUSINESS VALUE

Expert level Certification focuses on comprehensively applying the learning from Advanced Practitioner level to an active strategic supplier relationship and demonstrating how quantified value has been created for both the customer and supplier

DEMONSTRATING ACHIEVEMENT

Achievement of Expert Certification will be established using three exhibits:

- Delivery of an Ask the Expert webinar that contributes to the SRM body of knowledge
- Documented evidence of quantified value delivery using SRM within a strategic supplier relationship
- The quality (behavioural and technical) of a case study presentation

Pricing: SRM Certification Program for **Individuals***



Pricing: SRM Certification Program for **Corporations***



Notes

* Applicants must be a paid member of IACCM to participate in the Certification and Learning program. Prices do not include membership fee.

** If you are interested in the option of additional workshops to support the online curriculum, please contact IACCM or State of Flux. Programmes can be tailored to your requirements.

Organizations that Have Adopted IACCM Certification Include:

Accenture, Alcatel-Lucent, Allianz Managed Operations and Services SE, Aquatic, Atos, Australian Tax Office, Babcock, BAE Systems, BC Hydro, Bell Canada, Bombardier Transportation, BT Global Services, CGI, Chevron, Cisco Systems, ConocoPhillips, Crown Commercial Service, CSC, De La Rue, Dell, CASG (Defence) Australia, Dupont, DWS Holding and Service Gmbh, EE, Elbit Systems, Embraer S/A, Emerson, Ericsson, EY, Fujitsu, GE Oil and Gas, Grainger, Home Office, Honeywell, HSCIC, L-3 Communications, Lindahl, Lloyds Banking Group, Lockheed Martin, Marshall Aerospace and Defence, Microsoft, Meggit, Ministry of Defence, Nexen Energy ULC, Nokia Solutions and Networks, Oracle, Orange Business Services, Parker Aerospace, Phillips, Praxair, PwC, RasGas, Raytheon IDS, QinetiQ, Ramboll, Roche Diagnostics, Rockwell Automation, Schlumberger, Steria, SunPower, Telefonica, Telstra, UK Government Ministry of Justice.

Get SRM Certified Now! www.iaccm.com

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