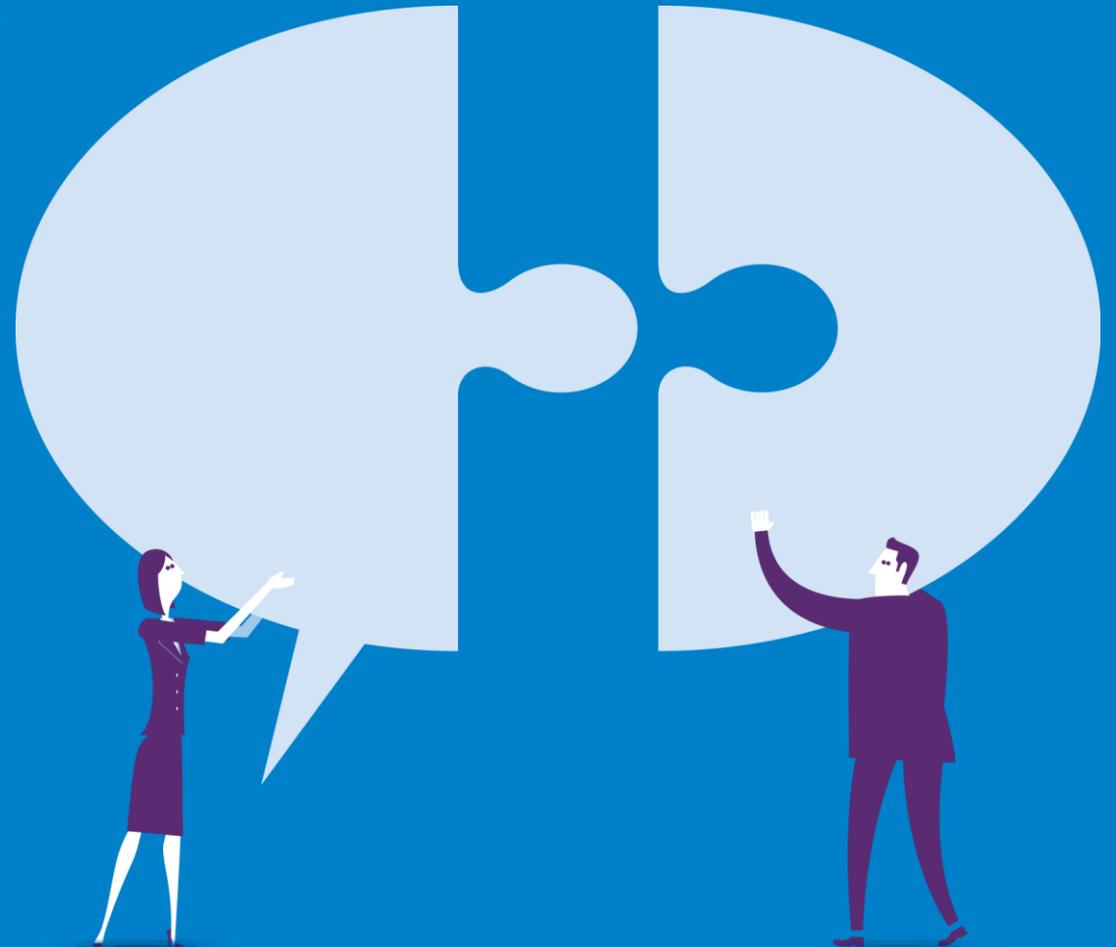


Supplier Relationship Management Best Practice Guide



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Welcome

Supplier Relationship Management (SRM) has evolved rapidly and is now the critical discipline by which organisations manage information technology successfully. This guide has been created by the Corporate IT Forum from the real-world expertise of its members. The advice has been distilled through a series of workshops and masterclasses and is based on the expertise and experience of leading organisations from all economic sectors.

The approaches and techniques recommended in this guide are rooted in common sense. In the same way that segmenting the customer base is the foundation of effective marketing, so segmenting suppliers is the foundation for managing them well. Risk Management is then applied to decide where to focus effort. There are only so many hours in the day, so use them wisely where they will have the best result.

SRM is unforgiving of mistakes early on. In the worst case, a flawed contract without an exit clause may prevent terminating a supplier.

The central theme of the Guide is **“It’s all about the relationship”**. Even if the contract is perfect, if the relationship does not work, the result will be failure. On the other hand, a good relationship can overcome contractual difficulties.

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Stages and processes

The Guide is structured following the foundations and chronological stages of SRM.

At the heart of it are the Contract, the Relationship and the Strategy – the three essential foundations of effective SRM.

The Guide then analyses the four stages from the Purchase decision to Exit and Transition.

Section 5 contains details of all the events at which the Guide was developed, including the presentations delivered, as well as examples of useful tools, templates and checklists.

