



THE SHELBY GROUP

# Supplier Management

PROGRAM OPTIMIZATION SERVICES

Turn supplier information and performance data into reduced risk and competitive advantage.

Does your company have access to the supplier information, performance metrics and compliance data you need to monitor, measure and manage relationships with key trading partners? Effective Supplier Information Management (SIM) and Supplier Performance Management (SPM) programs can help you reduce costs and improve quality and delivery while reducing supply chain risk across the enterprise.

**The Supplier Management Challenge:** Today, many companies are unable to access accurate and up-to-date supplier information and performance data because such content is anecdotal, incomplete or inaccessible. Maintaining such critical supply chain information requires more than the right technology. It requires deep knowledge of best practices and the ability to collaboratively engage buyers and suppliers in strategic partnerships.

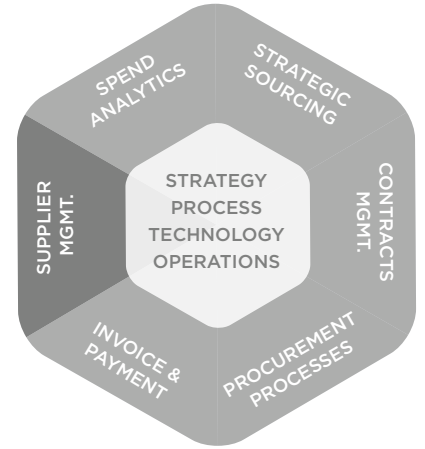
**Supplier Management Optimization Services:** Shelby can help you build and maintain SIM and SPM systems that enable you to build better relationships, reduce costs and reward suppliers that consistently perform to expected metrics and service levels. We can help you:

- Access best practices and templates to ensure proper supplier selection, measurement and compliance management
- Assess supplier categories and spend to determine optimal strategy suppliers for invoicing and catalogs
- Maintain a comprehensive and up-to-date view of supplier information, diversity, performance and risk
- Speed supplier assessment and onboarding through automation of information collection and approval processes
- Create automated reports and dashboards for monitoring spend management activities, performance and risk

**Business Benefits:** Shelby's Supplier Management Optimization Services can help you achieve these important business benefits:

- Improve supplier pricing, quality, timeliness and other KPIs
- Achieve Governance, Risk Management and Compliance (GRC) objectives
- Shrink supplier management costs

The Shelby Group leverages its deep understanding of enterprise procurement processes and technology to maximize savings and optimize business results throughout the procurement lifecycle. Whether you want to create sustainable procurement savings, maximize utilization of current tools, deploy or upgrade new software, move to the cloud, or outsource operations, partnering with Shelby pays off. **To learn more, call 312.445.8500.**



**Build better relationships, reduce costs and reward suppliers that consistently perform to expected metrics and service levels.**

For more information, contact:  
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# Supplier Management Optimization Services

Your company's culture, business processes and technology infrastructure are unique. Choosing the right platform for Supplier Management is no guarantee of success. Transforming supplier information and performance data into competitive advantage requires an end-to-end strategy that is tailored for your company's success.

The following chart provides a high-level view of Shelby's Supplier Management Optimization Services.

To learn more about what we can do to help optimize your success, call 312.445.8500.

## PLAN

- Develop short- and long-term roadmaps
- Create project approach
- Develop supplier identification methodology
- Develop a supplier enablement strategy
- Identify challenges to executing an SIPM plan and mitigation alternatives
- Evaluate all internal stakeholders who will be directly or indirectly impacted
- Use technology to enable the process and limitations where applicable
- Collect supporting information and preliminary requirements
- Develop a supplier cleanup methodology and process controls to prevent future duplicates

## DESIGN

- Development of Supplier Profile Questionnaire for Supplier Registration
- Create supplier enablement tracking tools
- Develop supplier communications
- Creation of a Supplier Performance Survey and Associated Processes (e.g., supplier workflow, sourcing)
- Implementation of Supplier Risk Assessment and Associated Processes (e.g., sourcing, contracts)
- Integration of Scoring Methodology
- Identification of Criteria for Metrics and KPIs (mapped back to department and corporate goals)
- Collection of Qualitative and Quantitative Information throughout the Supplier Lifecycle (e.g., supplier registration, supplier enablement contracts, sourcing, supplier onboarding and other data sources)

## BUILD

- Evaluation of Technology Platforms
- Application Upgrades
- Data Integration and Cleansing
- Application Development
- Application Configuration (non-development)
- Creation of Test Scripts
- Testing
  - Test Plan
  - Application and User Testing
  - Supplier Testing
- Enhancement Requests/Break Fix
- Infrastructure/Architecture Planning

## PROGRAM AND CHANGE MANAGEMENT

- Change Management and Communication Plan
- Governance Model
- Create Standard Operating Procedures
- Go Live/Pilot Phase Support
- Administrator, Supplier and End-User Application and Process Training
- Documentation and User Guides
- Project Management
- Help Desk Support
- Systems Administration Support
- Risk Management and Mitigation
- Supplier Management Operations:
  - Qualification
  - Onboarding
  - Scoring
  - Reporting