
Enterprise Engagement and Vendor Management

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What's the Vision of Enterprise Engagement?

- Enterprise Engagement is a strategy for organizations seeking to achieve long-term financial results by fostering the pro-active involvement of all of their key constituencies.
 - Organizational Goals
 - Audiences
 - Tactics

Why Should We Invest Time to Engage Vendors?

Because it's what we do.....



How Some View Vendor Management



But Check Out The Experts...

The screenshot shows a web page from About.com. At the top, the navigation bar includes 'About.com: Operations / Technology' and breadcrumb links: 'Home > Business & Finance > Operations / Technology'. A large advertisement for the 'KIN' Windows phone is featured, with the headline 'KIN, A NEW WINDOWS PHONE. FOR YOUR Friends "friends" AND FRIENDS.' and logos for Windows Phone, Verizon, and SHARP. Below the ad are navigation buttons for 'Operations / Technology', 'Start an Office', and 'Outsourcing'. The main article title is 'Vendor Management Success Tips' by James Bucki, with a sub-headline 'Vendor Management: Making It A Win-Win'. A 'See More About:' section lists links for 'outsourcing decision', 'vendor selection', 'contract negotiation', and 'cost saving strategies'. The article text begins with 'Strategies to Strengthen Vendor Relations' and discusses the importance of building relationships with suppliers. A numbered list starts with '1. Share Information and Priorities'. On the right side, there is a 'Free Operatic' section with an email input field and a 'Discuss in my' link. A vertical advertisement for the KIN phone is also visible on the right edge. Orange arrows point from the top-left corner to the sub-headline, from the 'vendor selection' link to the 'Strategies to Strengthen Vendor Relations' section, and from the left margin to the first list item.

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Vendor Management Success Tips

Vendor Management: Making It A Win-Win
By James Bucki, About.com Guide

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Strategies to Strengthen Vendor Relations

Vendor management allows you to build a relationship with your suppliers and service providers that will strengthen both businesses. Vendor management is **not** negotiating the lowest price possible. Vendor management is constantly working with your vendors to come to agreements that will mutually benefit both companies.

1. Share Information and Priorities

The most important success factor of vendor management is to share information and priorities with your vendors. That does not mean that you throw open the accounting books and give them user IDs and passwords to your systems. Appropriate vendor management practices provide only the necessary information at the right time that will allow a vendor to better service your needs. This may include limited forecast information

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http://operationstech.about.com/od/vendormanagement/tp/VendMgtTips.htm?p=1

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Opinion

Vendor Management Tips: Building Relationships

February 22, 2005 12:00 PM ET

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Computerworld - These IT managers offer advice for driving the best deal with vendors while ensuring a mutually successful relationship.

Don't be afraid to share your priorities with a vendor. If the vendor can help, they will find a way to provide the best solution. If they can't help, they know they are not part of the priorities at the time. Let them know you will continue to share with them what you need and how they may play a role down the road -- M. Lewis Temares, dean of the College of Engineering and vice

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Nothing Really Fits Our Industry



First Steps:

- **Begin by doing business with the right people for the right reasons (the Who factor)**
 - Vendors and Partners – know the difference
 - Make it clear what your organization **values**
- **Evaluate Vendors – up front and often**
 - The landscape is changing rapidly, and the capabilities of existing players may not be what they were a year ago
- **Communicate, Communicate, Communicate**

Developing Our Own Best Practices

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360 Degree Vendor Management - Best Practices in O...


360°
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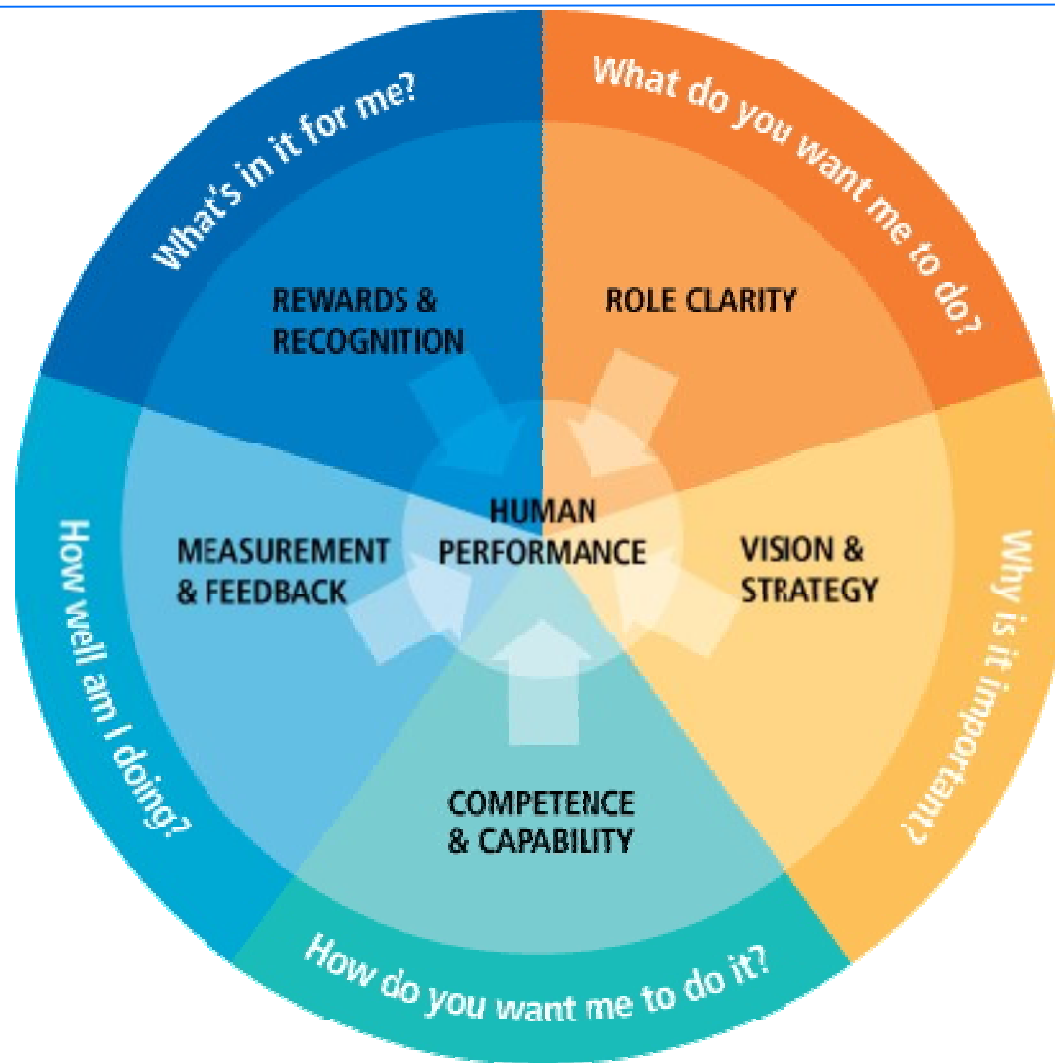
General | Vendor Management Fundamentals

Featured Content



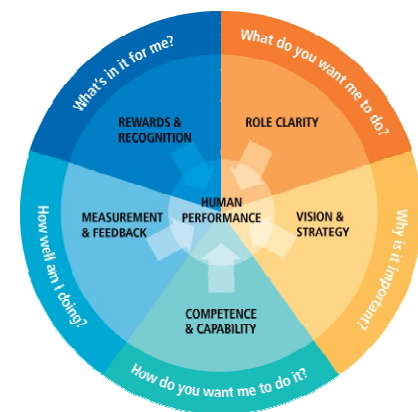
Outsourcing Governance and "Who Owns Supplier Performance Management?"

Five Questions



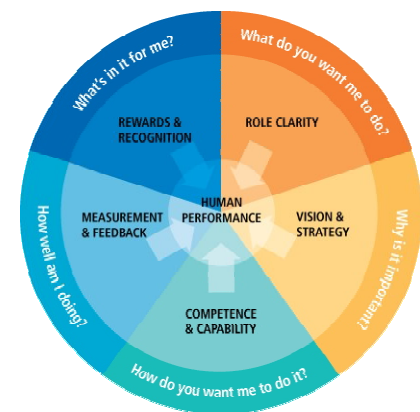
What Do You Want Me To Do?

- Share your priorities with your vendors
 - If they aren't a priority – it's OK!
- Clearly outline the deliverables you expect
 - Hold vendors accountable



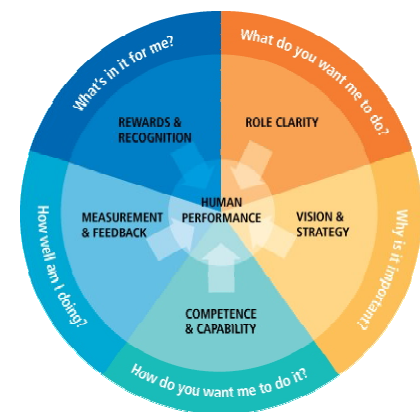
Why Is It Important?

- Make sure your vendors understand the big picture for your organization
 - Don't cry wolf
- Make opportunities a win-win



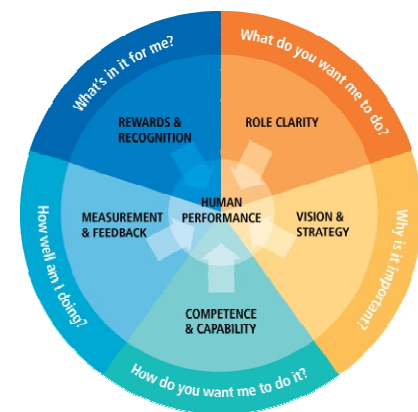
How Do I Do It?

- Clearly define the deliverable that you're looking for
 - Make it as simple as possible
- Follow up with reinforcement (positive or negative)



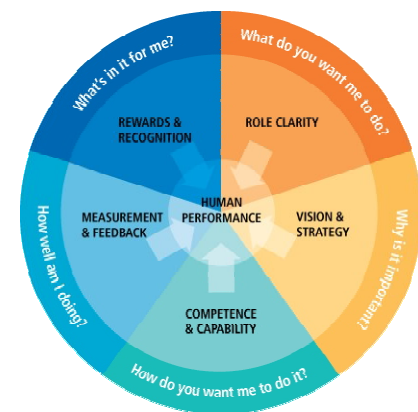
How Am I Doing?

- Monitor performance on an ongoing basis
- Measure that which is most important to you
- Demand responsibility and hold people accountable
 - Foster healthy competition



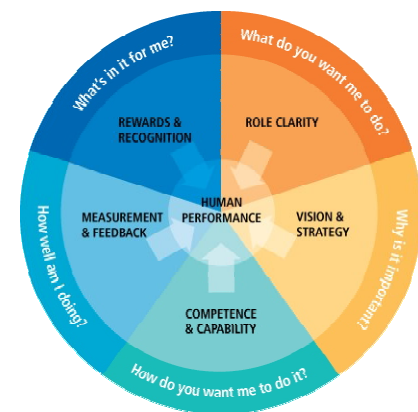
What's In It For Me?

- It's not just about price.....
- Two organizations achieving a collaborative and mutually beneficial business outcome.
- If its not beneficial for both sides – then someone is making a bad business decision.



Turn the Tables.....

- Take time to listen to your vendors, and ask them:
 - **What do you want me to do?**
 - **Why is it important?**
 - **How Do I Do It?**
 - **How Am I Doing?**
 - **What's In It For Me?**



Summary

- Strive to build a mutually beneficial relationship with your vendors
 - Choose the right vendors up front
 - Communicate
 - Evaluate
 - Ask for feedback
- All we have is our reputation
- Sell this industry!!!

Questions?

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