



# Managing Supplier-Related Processes

*Denise Robitaille*

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## **Managing Supplier-Related Processes** Denise Robitaille

You depend on suppliers to deliver critical goods and services when you need them. A seemingly insignificant mistake in the supply chain can cost you in time and money. But failing to communicate your requirements clearly can also cost your supplier. The underlying trust in a supplier relationship must flow both ways: Good supplier relations should enhance value for both parties. In this detailed and straightforward book, Denise Robitaille explains how to make the most of your partnership with your suppliers, whether they calibrate your instruments, assemble a subcomponent, or field your customers' calls. You'll learn how an effective supplier qualification program can help you integrate a supplier into your quality management system to ensure everyone gains value from the exchange. You'll understand the importance of closing the purchasing "knowledge gap" that can lead to uncontrolled processes and, ultimately, dissatisfied customers. And you'll appreciate how a good supplier-management strategy will help you keep you and your supplier lean and profitable. Inside you'll find tools and techniques to improve all facets of your supplier management process, including: the purchasing function, outsourced processes, classification and categorization, supplier qualification, monitoring, and supplier corrective actions

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