

Unplugging from Vendor Blindness: The Early Warning Connection

SPEAKERS

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CONNECTING RISKS THAT MATTER

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Is the word vendor defined in your organization AND do you know what that definition is?

TEST MODE

Ends in:

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0%

0%

Yes

No

1 total participant | 0 votes

1 / 1



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Solidify the Fundamentals

The Most Fundamental Question: So, What? Understanding Your Vendor Landscape

- Can you create a list of “vendors”?



Do your "top" vendors have a business stakeholder assigned AND are they aware of their responsibilities?

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Yes No

1 total participant | 0 votes

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Solidify the Fundamentals

The Most Fundamental Question: So, What?

Understanding Your Vendor Landscape

- Can you create a list of “vendors”?
- Can you associate each vendor with a current business stakeholder?
- Are the responsibilities of each business stakeholder defined and are they aware?

Sourcing Your Vendor Data

- Business Impact Assessment (BIA) Data
- Contract database
- Verify/Sanity check: Annual report, QBR presentations, Procurement, et al





Getting to So What?

Prioritization / Stratification (Tiering)

- Understand Each Vendor's Relative Impact
- Group and order vendors by defined categories
 - *Ex: spend, criticality, product/service, type (support, labor, delivery), time sensitivity (RTO/MAO/MTPD), or even by business stakeholder*

Refer to (or develop) “Value Stream Mapping”

- End to end view of delivery and impact





What to Monitor

How (not why) do vendors fail?

- Direct vs. “4th Party”
- Suddenly vs. Slowly
- Environmental



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What to Monitor

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How can we monitor?

- Proactive vs. Reactive
- External vs. Internal vs. Hybrid





How to Monitor

Be Proactive

- Regular vendor reviews (strategic and tactical)
- Focused SLA reporting
- Surveys (initial and periodic)
- Renewing your vows
- Social Media / News Alerts

Reactive

- Contract language
- Social Media / News Alerts
- Operational





Monitoring Examples and Practices

Simple

- Run a D&B BIR on an annual basis
- Social media / news alerts
- Operational / delivery

Medium

- Regular vendor reviews (strategic and tactical)
- Focused SLA reporting
- Renew / validate your vows

Complex

- Surveys (initial and periodic) with defined rating criteria



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Surveys

Good

Good:

- Business stakeholder surveys
- Regular business reviews

Better

Better:

- Procurement-led, multi-function surveys with ratings

Best

Best:

- Vendor Risk Management (VRM) group oversight, integrated with ongoing relationship management
- Standardized questions/evaluation rubric





Summary

- Understand the “So, What?”
 - Define terms
 - Ensure responsibility
 - Source your data
 - Prioritize
- Monitor a variety of channels both direct and indirect
- Leverage standardized surveys to maximize knowledge



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Questions?

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THE MATRIX

Thank You!

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Connect with us.

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