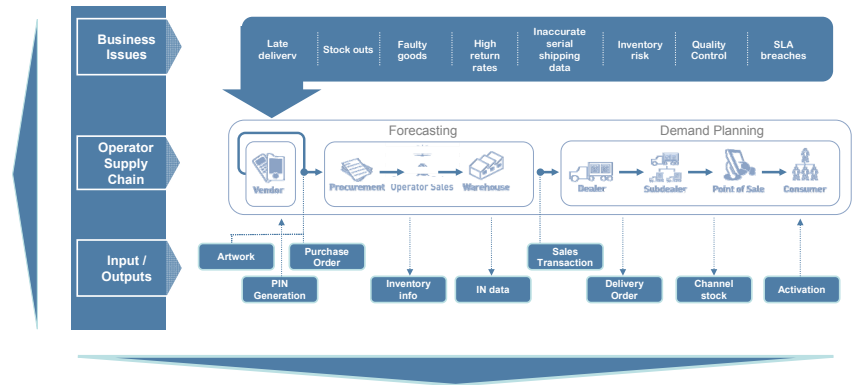


Developing a vendor management program

- *Have you vetted your vendors for key products on-site?*
- *Do you really know how your existing vendors are operating?*
- *Do you have concerns with the security, costs and performance?*
- *Do you have SLAs in place? Are processes documented and agreed with your vendors?*



The above questions and the diagram illustrate how crucial your vendors are in fuelling a successful commercial operation. It is therefore important to review this relationship on a regular basis to ensure that it is working to an optimum level and is mutually beneficial.

Our success

ProWorkz conducted several assessments for network operators within the MEA region in order to identify increased supply chain efficiency, quality control, assurance and improvement in the vendor management of subscriber products (SIMs, recharge cards, packaging and wireless devices). Analysis revealed that a majority of the network operators had an inefficient or unsatisfactory working relationship with their vendors due to:

- poorly defined product specifications and SLAs
- a lack of documented and agreed processes and deliverables
- inadequate or random quality control and assurance
- insufficient communication and visibility of production, delivery schedules and planning by the vendor
- high return rates in the chain (rejected by the client or worse still, by the consumer)

ProWorkz have supported its clients to develop a vendor management program (VMP) that included standardisation of specifications, processes, quality control, reporting, planning and implementing regular vendor site visits, audits and reviews.

Evaluation of the assessments revealed **substantial cost, service level, productivity and control improvements** to be gained by both the client and the vendors.

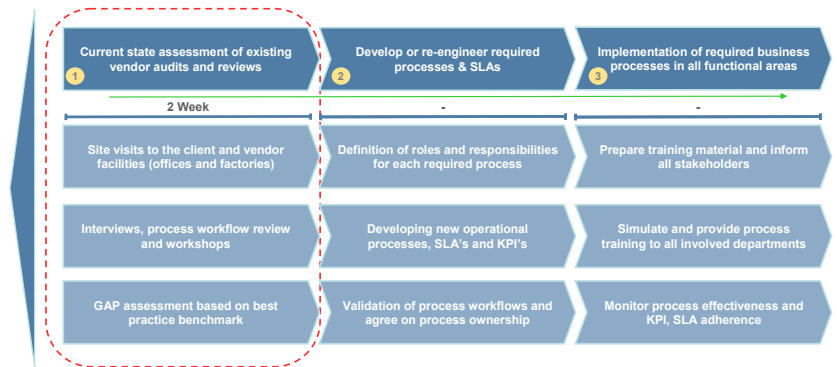
Solutions

ProWorkz assists network operators with vendor management programs, including:

- Defining and documenting SLAs against requirements, industry benchmarks and best practices
- Defining and documenting processes and deliverables
- Vendor on-site vetting and review schedules
- Quality control system implementation
- Implementing planning and reporting

Start with a pilot?

ProWorkz can conduct a free interactive session at your company with the objective of discussing your business challenges and needs. After the interactive session, ProWorkz can perform a detailed assessment of your existing vendor management processes in order to identify critical inefficiencies, process deficiencies and potential gains within two weeks.



Consultants will perform the interviews and site visit reviews at your premises and will process and develop information off-site in order not to interrupt your day-to-day activity and to keep project expenses as low as possible. The primary deliverables at the end of the assessment phase (see activities 1) are:

- GAP assessment report: report providing insights into the GAPS' severity, risks and proposed mitigating actions enabling your company to compare its current state with its potential desired performance.
- Presentation of key findings to senior managers: the results of the assessment will be presented to the senior management team which will include identified quick wins and recommendations at an operational as well as tactical/ strategic level

About us

ProWorkz Management Consultancy, a division of the Workz Group, helps network operators achieve substantial cost savings or cost avoidance, through consulting and project management. Operating in Africa and the Middle East since 1998, we are a trusted and reliable partner, having worked with over 70% of the networks in the region. ProWorkz MC has provided solutions for distribution channels, supply chain management, the



outsourcing of non-core elements, centralised procurement, supply chain assurance and sales channel optimisation.

Want to know more?

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