

REGISTRATION FORM

Vendor Quality Management

Monday - Tuesday * March 9 - 10, 2026 * FMM Institute Malacca

FMM Institute Malacca (199901000527 / 475427-W)

D3-4, Plaza Jayamuda,
Jalan Pelanduk Putih, 75300 Melaka
TIN Number : C10626805080
SST Number : W10-1901-32000105

Please register the following participant(s) for the above programme:

1 Name _____ Designation _____

Nationality _____ IC No. _____

2 Name _____ Designation _____

Nationality _____ IC No. _____

(If space is insufficient please attach separate list)

Please Tick (✓) if your company

- will be claiming under SBL-Khas Scheme
- will not be claiming under SBL-Khas Scheme
- vegetarian _____ Pax

Enclosed cheque/bank draft No _____ for RM _____

being payment for _____ participant(s) made in favour of the

“FMM Institute”

Submitted by

Name _____

Designation _____

Company _____

Address _____

FMM Membership No. _____ PSMB MyCodeID No. _____

Telephone _____ Fax _____ Date _____

E-mail Address _____



Vendor Quality Management

March 9 - 10, 2026

SBL-KHAS SCHEME



FMM Institute Malacca Branch

Centre for Professional Development

Vendors are critical to the firm's success in the market and profits. They are now at the heart of many organisation's processes and activities. In the past, procurement was simply the department who bought goods and services. But now procurement should be considered as a part of a firm's business strategy. To get the best value for money, the firm should be taking a strategic approach to efficiently managing its vendors.

This 2-day course has been designed to equip participants with the skills and techniques to successfully managing vendors, vendor relationship and vendor performance.

CONTENTS

MODULE 1 : INTRODUCTION

- Supplier vs vendor
- The importance of vendor management
- Vendor management in purchasing and project management
- Beming's principle in vendor management
- Vendor management challenges

MODULE 2 : VENDOR ADMINISTRATION AND SELECTION

- Relationship, involvement and trust
- Vendor pre-qualification
- Vendor / supplier selection
- Vendor database
- Vendor analysis

MODULE 3 : VENDOR AND CONTRACTUAL TERMS

- Vendor vs client roles and responsibility
- Negotiating with vendors
- Contract document and contractual terms

MODULE 4 : MANAGING VENDOR AND VENDOR RELATIONSHIP MANAGEMENT

- Vendor relationship management
- Contractual documents and terms
- Creating the vendor communication plan
- Managing vendor throughout the project cycle
- Dealing with vendor issues
- Vendor contract closeout

MODULE 5 : VENDOR PERFORMANCE

- Vendor performance metrics and measurement process
- Vendor performance result and segmentation
- Vendor termination

MODULE 6 : DEVELOPMENT

- Vendor development
- Establish the vendor development programme

MODULE 7 : VENDOR QUALITY MANAGEMENT

Objectives

Upon completion of the course, participants will be able to:-

- Understand the vendor quality management phases, process and principles
- Establish a context for vendor management within purchasing and project management
- Explore types of commercial relationship
- Understand the basics of contract and commercial terms
- Evaluate, select and manage vendor performance
- Establish and manage vendor development programme

Trainer

PUAN SITI ZALEHA ISMAIL possesses an MBA (UKM), a BA (Hons) in Retail Management and a Diploma in Banking (UiTM). She has over 10 years working experience in the fields of retail, purchasing and procurement. She began her career in Guardian Pharmacy as a Retail Executive and moved on to PLUS Expressway Bhd as a Management Executive (Contracts & Procurement) & grew steadily to be the Assistant Manager of Purchasing and Inventory. Puan Siti has conducted various training courses such as Retail Management, Logistics Management, Marketing Management, Purchasing and Inventory Management, Effective Purchasing Assistant / Storekeeper, Inventory Control, etc. She was the internal Trainer for PLUS and have been invited by various Multinational Companies, Universities, Government Bodies to conduct training for them.

Who Should Attend

Purchasing Personnel, Supply Chain Personnel, Administration Personnel, Material Planner and Expeditors, Retailer and Small Entrepreneur, Auditor and those who want to take an aggressive, hands-on approach in dealing with Vendor Management

Administrative Details

Date : March 9 – 10, 2025 (Mon-Tues)

Time : 9.00am - 5.00pm

Venue : **FMM Institute Malacca**

D3-4, Plaza Jayamuda
Jalan Pelanduk Putih,
75300 Melaka

Fees (Inclusive of 8% SST) :

FMM Members **RM864** per participant

Others **RM972** per participant

(Fees include course materials, lunch and refreshments.)

Registration forms must be completed and returned to FMM Institute Malacca Branch by **March 2, 2026**. No refund for cancellation within 2 working days, 50% refund for cancellation between 3 - 6 working days and full refund for cancellation 7 working days prior to the programme. CANCELLATION MUST BE IN WRITING TO FMM INSTITUTE MALACCA BRANCH. Replacements will be accepted at no additional cost. FMM Institute Malacca Branch reserves the right to cancel or reschedule the programme. All efforts will be taken to inform participants of any changes. However, if the company failed to obtain grant approval or in the event there is no disbursement from HRDCORP under any circumstances to us, then the company will have to make full payment to FMM Institute Malacca Branch.

For further enquiries, please contact:

Ms Chloe Leong / Ms Yvonne Gan

FMM Institute Malacca Branch

Tel: 06-283 1639 Fax: 06-283 8090

E-mail: bing_yee@fmm.org.my /

siew_kim@fmm.org.my

SBL-KHAS SCHEME