



Supplier Management Process

ITILv3 Foundations

<http://www.jasondion.com>

Supplier Management Process

- Obtain quality service from suppliers that provides fiscal value to meet agreed-upon needs of the business and ensures suppliers meet their contractual obligations
- Obtains value for the money spent with third-party suppliers



Supplier Management

- Similar to Service Level Management, but with external suppliers instead of internal suppliers and customers
- Organizations rely on external suppliers in order to service their customers
- Four Categories
 - Strategic
 - Tactical
 - Operational
 - Commodity



Strategic Suppliers

- Involves senior managers and sharing of confidential long-term plans
- Example:
 - Roll-out of a new nationwide fiber optic network



Tactical Suppliers

- Involves significant commercial activity and business interaction
- Example:
 - Generator maintenance



Operational Suppliers

- Involves supply of operational services
- Example:
 - Hosting of a minor service or website



Commodity Suppliers

- Involves provision of low-value products
- Example:
 - Purchasing of printer ink or bathroom supplies

