

Supplier Management Process

Reference: ITSMS DOC 8.3.4

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1. Scope

This document defines the supplier management process. It applies to the whole ITSMS and specifically to:

- The service management frameworks adopted;
- Strategic IT services for Organisation Name; and
- Organisation Name's expectations.

2. Responsibilities

The Procurement Manager is responsible for ensuring that all suppliers are engaged under contract and that all such contracts meet the requirements of ISO 20000-1, for monitoring the performance of the supplier, and for identifying opportunities for improvement when performance requirements are not met.

The Procurement Manager is also responsible for reviewing supplier contracts every "12 months"

and for resolving any disputes that may arise.

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3. Process

3.1 All external suppliers shall be engaged subject to acceptance of contract. The Procurement Manager shall negotiate the contract and ensure that agreement is reached in respect of all necessary requirements, in particular those related to service level targets, monitoring and other such obligations and the means by which deficiencies in those obligations will be remedied, and the interfaces by which communication will be conducted.

3.2 Where necessary, the Problem Manager will liaise with the Management System Owner (MSO) to ensure alignment of service level targets and other such obligations against service level agreements with customers, and to manage any risks that may arise. Risks will be managed in line with the [Risk Management](#)

[Procedure](#) and the [Risk Assessment Procedure](#).

3.3 All internal suppliers and customers acting as suppliers shall be engaged subject to documented agreement that defines service level targets and other commitments, activities and interfaces (as appropriate).

3.4 The Procurement Manager will monitor the performance of suppliers in line with the monitoring regime described in the contract or agreement. Where service level targets or other contractual obligations are not met, the Procurement Manager will identify opportunities for improvement in line with the [Continual Improvement Process](#) and work with the supplier to resolve issues impacting service provision.

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Document owner and approval

The Procurement Manager is the owner of this document and is responsible for ensuring that this process is reviewed in line with the requirements of the ITSMS.

The current version of this document is available to
"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) - electronic and physical - where this document is available"

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