

<b>TSC Category</b>	Supply Chain Management					
<b>TSC</b>	Supplier Management and Capability Development					
<b>TSC Description</b>	Implement supplier management and capability development strategies and plans to enhance performance and achieve service requirements					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>AER-SRM-3010-1.1</b>	<b>AER-SRM-4010-1.1</b>	<b>AER-SRM-5010-1.1</b>	
			Evaluate supplier performance against metrics	Implement strategies and plans to enhance supplier performance	Build supplier management and capability development strategies and formulate metrics to evaluate supplier performance	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Organisation's policies, standards and guidelines in supplier performance management</li> <li>• Supplier performance measures and metrics</li> <li>• Key performance indicators (KPIs) for supplier performance</li> <li>• Service level agreements (SLAs)</li> <li>• Performance monitoring processes</li> <li>• Supplier engagement techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Principles of supplier management</li> <li>• Principles of supplier performance management</li> <li>• Supplier management processes, tools and techniques</li> <li>• Relationship management</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier quality management (SQM)</li> <li>• Supplier risk assessment</li> <li>• Supplier development tools and techniques</li> <li>• Supplier performance evaluation mechanisms and techniques</li> <li>• Performance management processes</li> <li>• Risk management strategies</li> <li>• Key performance indicators (KPIs) setting and service level agreements (SLAs)</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Track and monitor supplier performance against KPIs and SLAs</li> <li>• Analyse supplier service delivery and performance levels and provide feedback</li> <li>• Identify performance gaps and propose actions to achieve desired performance levels</li> <li>• Resolve minor performance issues at operational level and</li> </ul>	<ul style="list-style-type: none"> <li>• Manage implementation of supplier development initiatives and programmes</li> <li>• Monitor and assess effectiveness of the initiatives and programmes</li> <li>• Measure and record realisation of benefits achieved as a result of the performance management regime</li> <li>• Monitor and ensure that supplier performance is</li> </ul>	<ul style="list-style-type: none"> <li>• Formulate supplier management and capability development strategies and plans to monitor and drive performance improvement</li> <li>• Devise risk mitigation strategies to pre-empt and address potential risks associated with the supplier relationship</li> <li>• Establish appropriate metrics and key performance indicators</li> </ul>	

**SKILLS FRAMEWORK FOR AEROSPACE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE**

			<p>escalate issues that cannot be resolved</p> <ul style="list-style-type: none"> <li>• Engage suppliers regularly to set and align performance expectations</li> <li>• Maintain working-level communications and feedback to suppliers</li> </ul>	<p>properly monitored and regularly reviewed</p> <ul style="list-style-type: none"> <li>• Maintain strategic partnerships with key suppliers and facilitate relationship development</li> </ul>	<p>(KPIs) to evaluate supplier performance</p> <ul style="list-style-type: none"> <li>• Lead collaborative supplier partnerships that reduce costs and risks and create opportunities for innovation and value creation</li> <li>• Align supplier performance objectives and relationship management activities with business objectives</li> <li>• Develop organisational policies, standards, and guidelines to ensure effective supplier management across the supply chain</li> </ul>	
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