

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Supply Chain Management					
TSC	Vendor Management					
TSC Description	Manage vendor by ensuring adherence to contract terms and organisational safety and operating requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	PTP-CFC-1008-1.1-25	PTP-CFC-2008-1.1-25	PTP-CFC-3008-1.1-25	PTP-CFC-4008-1.1-25	PTP-CFC-5008-1.1-25	
	Follow organisational guidelines to ensure that vendors perform work in alignment with organisational safety and operating requirements	Operationalise work processes and activities in conjunction with the agreed terms and conditions agreed with vendors	Establish work processes and activities in accordance to quality, safety and operating specifications within the contract terms	Manage vendors to ensure contracted work meets the agreed terms and conditions as well as maintain highest standards of quality and adhere to safe operating standards	Formulate contractual agreements in the organisation's best interest to drive long term vendor relationships	
Knowledge	<ul style="list-style-type: none"> Types of contracts Risk assessment Service level agreements Methods of effective communication with vendors 	<ul style="list-style-type: none"> Types of contracts Risk assessment Service level agreements Methods of effective communication with vendors 	<ul style="list-style-type: none"> Different stages of contract lifecycle Organisational Standard Operating Procedures (SOPs) Risk analysis and mitigation Vendor performance evaluation metrics Service level agreements 	<ul style="list-style-type: none"> Enterprise Contract Management (ECM) approach Risk management Financial analysis Legal implications in third-party contracting Vendor selection criteria Vendor performance evaluation metrics 	<ul style="list-style-type: none"> Risk anticipation Financial management Legal risks and dispute resolution Corporate law disputes, contract disclosures and resolutions Legal implications in third-party contracting Industry best practices for vendor selection and performance evaluation 	
Abilities	<ul style="list-style-type: none"> Monitor execution of work by external vendors according to work requirements Ensure work activities are carried out in adherence to organisational safety and operating requirements Gather feedback and information to review vendor's performance Document criteria to effectively evaluate vendor services 	<ul style="list-style-type: none"> Organise work schedules, processes and manpower to facilitate vendors' work activities Identify and document non-compliance issues related to vendor performance Implement corrective actions on non-compliance issues within the terms of contractual agreements 	<ul style="list-style-type: none"> Plan work and operational processes incorporating quality, safety and operating specifications established within the contact terms Execute effective communication with vendors Analyse vendors' performance and output to ensure adherence to contract terms 	<ul style="list-style-type: none"> Review contracts to balance the interests of the organisation and risk elements Develop contract terms and approaches that are reasonably termed and legally compliant Evaluate product and/or service offerings against mandated quality standards determined by the organisation Review performance of vendors against key metrics determined by the organisation Develop relationships with vendors through 	<ul style="list-style-type: none"> Devise contract agreements in the best interest of the organisation Formulate contracts that accommodate changing market conditions and risks associated with uncertainties Drive vendor management to meet performance objectives to ensure long-term partnership 	

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