

OPERATIONS & DELIVERY

MODULE 17

Supplier & Contract Management

Your product house isn't your partner by default — they're your partner when the terms work for both.

MODULE OVERVIEW

What You'll Learn

Lesson 1

Managing Product Houses

Lesson 2

Equipment Partnerships

Managing Product Houses

- Margin negotiation: 40-50% standard, 55-60% achievable with volume
- Training: product houses should provide at their cost
- Marketing support: co-branded materials, campaign kits, event support
- Stock terms: sale-or-return, extended payment, consignment testers

Equipment Partnerships

- Lease vs buy: total cost of ownership analysis
- Maintenance agreements and replacement guarantees
- Training programmes as a contract requirement
- Never sign the first version — every contract is a starting position

KEY CONCEPT



Never sign the first version of a contract. Every contract is a starting position for negotiation.

PRACTICAL EXERCISE

Apply What You've Learned

Review a current supplier contract. Identify three areas for renegotiation. Draft a contract review meeting request email.

LEARNING OUTCOMES

By completing this module, you will be able to:

- 1 . Negotiate product house contracts covering margin, training, and marketing
- 2 . Evaluate equipment partnerships on total cost of ownership
- 3 . Identify negotiable elements in any supplier contract
- 4 . Conduct contract review meetings professionally

Required Submissions

Contract Audit

Review of existing contract with three renegotiation areas and commercial justification.

Negotiation Email

Professional contract review request demonstrating partnership positioning.

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Module 17 Complete

Next: Module 18