<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Supply Chain Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Vendor Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage vendor by ensuring adherence to contract terms and organisational safety and operating requirements</td>
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</tbody>
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### TSC Proficiency Description

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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#### Knowledge

- Types of contracts
- Risk assessment
- Service level agreements
- Methods of effective communication with vendors
- Different stages of contract lifecycle
- Organisational Standard Operating Procedures (SOPs)
- Risk analysis and mitigation
- Vendor performance evaluation metrics
- Service level agreements
- Enterprise Contract Management (ECM) approach
- Risk management
- Financial analysis
- Legal implications in third-party contracting
- Vendor selection criteria
- Vendor performance evaluation metrics
- 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

- 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
- 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
- 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
- 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
- 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
<table>
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<th>effective communication, honesty and integrity</th>
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**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT**
**TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**