8 **SRM Supplier Management**

helps companies to manage thousands of suppliers

with precision and efficiency

Supplier Mgt.

Manage many suppliers in their each step

Supplier Segmentation

8 allows you to segment your suppliers into groups based on certain criteria, you can decide on the type and level of attention needed. By doing so, you will achieve the following benefits:

- Procurement teams can focus on specific suppliers and categories, improving efficiency.
- Buyers can have access to data for better price negotiation and risk management.
- Finance teams can track spending by supplier type, making it easier to identify cost drivers.

Evaluation & Selection

Evaluation
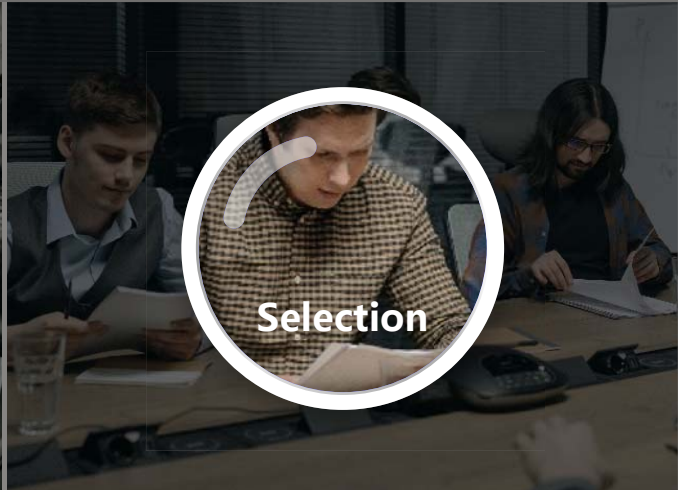
Selection

8 provides you the workflow to identify, evaluate, and select suppliers that meet your specific requirements. You can have many criteria to consider when selecting your suppliers, such as quality, price, delivery time, track record and potential conflicts of interest.

Onboarding and Implementation

Drastically easier onboarding

Contract driven implementation

8 supplier portal provides the automated workflows for collecting and analyzing supplier information in order to register and approve suppliers for the purpose of procurement of goods and service in a secure and compliant manner.

8 provides the workflows for putting a contract into action. Since contract implementation can be complex and time-consuming, it is very important to get it right so that both parties receive the benefits they expect from the agreement. *8* tracks contractual terms to ensure both parties meet the contractual obligations. It also provides visibility to the large business.

Supplier Performance Mgt.

Performance dashboard
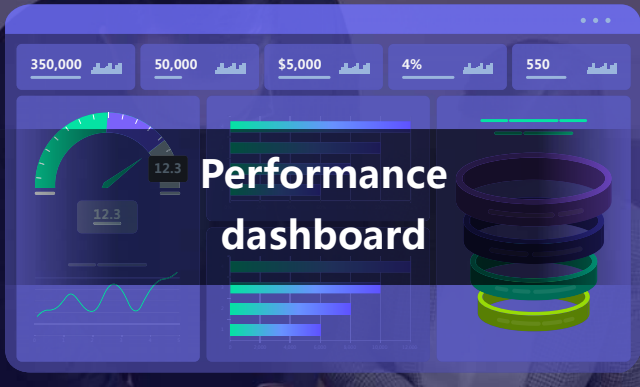
Effective risk mgt.

🔳 provides the workflows to measure, analyze, and manage the supplier's performance in an effort to cut costs, alleviate risks, and drive continuous improvement. Supplier performance can be assessed by evaluating a few characteristics which can include:

- Product or service quality
- Percentages of incoming rejects
- Delivery accuracy
- Warranty claims

- Customer service
- Delivery lead times
- Account management
- Commercial costs

Supplier Relationship Mgt.

Supplier development

Leverage Categories

Strategic ategories

Supplier relationship mgt.

Non-Critical Categories

Bottleneck Categories

Replacing a supplier can be costly and time-consuming and may slow your business down. 🔳 keeps accurate records and provides you better data and enhanced collaboration to ensure your relationships with your suppliers remain profitable. It's a win-win for all parties. Over time you'll notice that communications improve and mutual goals will align more closely.

Recruitment & Selection

🎱 provides you with tools to:

(i) broadcast your needs to recruit new suppliers and qualify them

(ii) set criteria to screen, evaluate and select your suppliers.

Broadcast Needs

🎱 provides you the tools to prepare the following information to communicate to suppliers:

- Clear objectives & expectations
- Clear on-time delivery, cost and quality performance measurement

🎱 also provides you with the communication protocols so that you can effectively communicate to either your selected suppliers or all suppliers on the market.

Prequalification

🎱 provides you the tools to evaluate potential suppliers to determine if they meet your organization's requirements before initiating the procurement process. It is an essential step in ensuring that your company gets the best value for its money while mitigating unnecessary risks.

Prequalification

$300,000   SET ✓

$2,000   SET
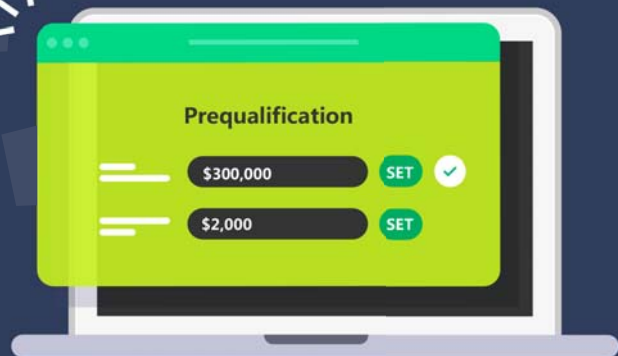
Due Diligence

8 provides you the tools to gather information to understand the credibility and suitability of your prospective suppliers for due diligence. It aims to assess security posture to identify any potential risks of the suppliers.

Shortlisting

8 provides you the tools to obtain the best possible list of suppliers by eliminating the less qualified ones according to the goods and services required in one or multiple rounds. The following is an example:

- First round: Evaluating offers
- Second round: Operational capacity analysis
- Third round: Technical capability determination
- Fourth round: Financial analysis

Supplier Onboarding

8 provides you with tools to automate your engagement process and monitor supplier performance.

Pre-boarding Self-learning

Pre-boarding is the step before onboarding. The supplier portal provides self-learning tools to help the new suppliers to get familiar with the operating environment and the to-do list.
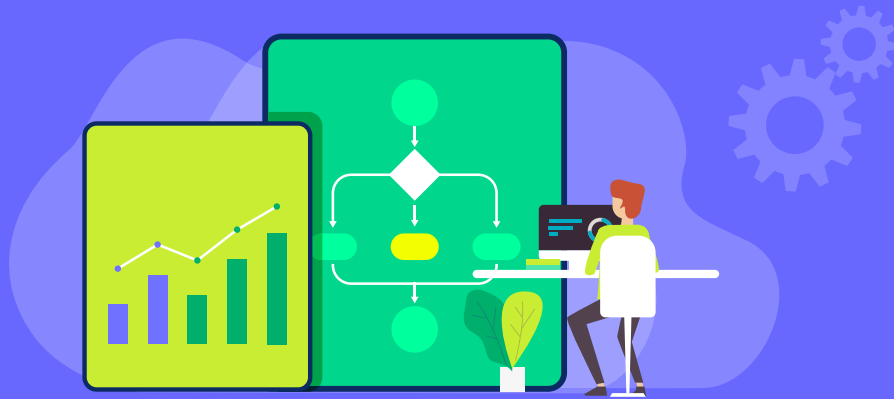
Supplier Integration

Team integration - provides the tools to allow effective collaboration between your teams and your suppliers throughout various stages. Communicating any changes to your supplier earlier allows more time for adjustments. Supplier evaluation enables your teams to choose partners compatible with their processes and culture.

Operation integration - provides the tools to allow cutting waste, reducing cost, and developing a relationship that allows both your teams and the suppliers to achieve mutual improvements.

Supplier Self-service Portal

🎱 provides the integrated online platform shared by your business and your suppliers. Supplier Self-service Portal is used for entering supplier information, requirements communications, receiving bid requests, submitting bids and documents, signing contracts and confirming orders, participating on real-time (reverse) auctions, collaborating on deliveries or projects, displaying status, invoicing and payments.

Monitoring & Measure

POOR   **GOOD**

🎱 provides the tools to monitor and track supplier performance against agreed upon standards and expectations. This helps you identify areas for improvement, reduce the risk of disruption, and ensure that your supplies are meeting your needs.

Supplier Performance

8 provides you with tools to track and analyze

the performance of your suppliers to help control costs,

support compliance, and support long-lasting relationships.

Good Performance

Higher Grade

Bad Performance

Lower Grade

Performance Appraisal

Automatically Sending

Target Supplier

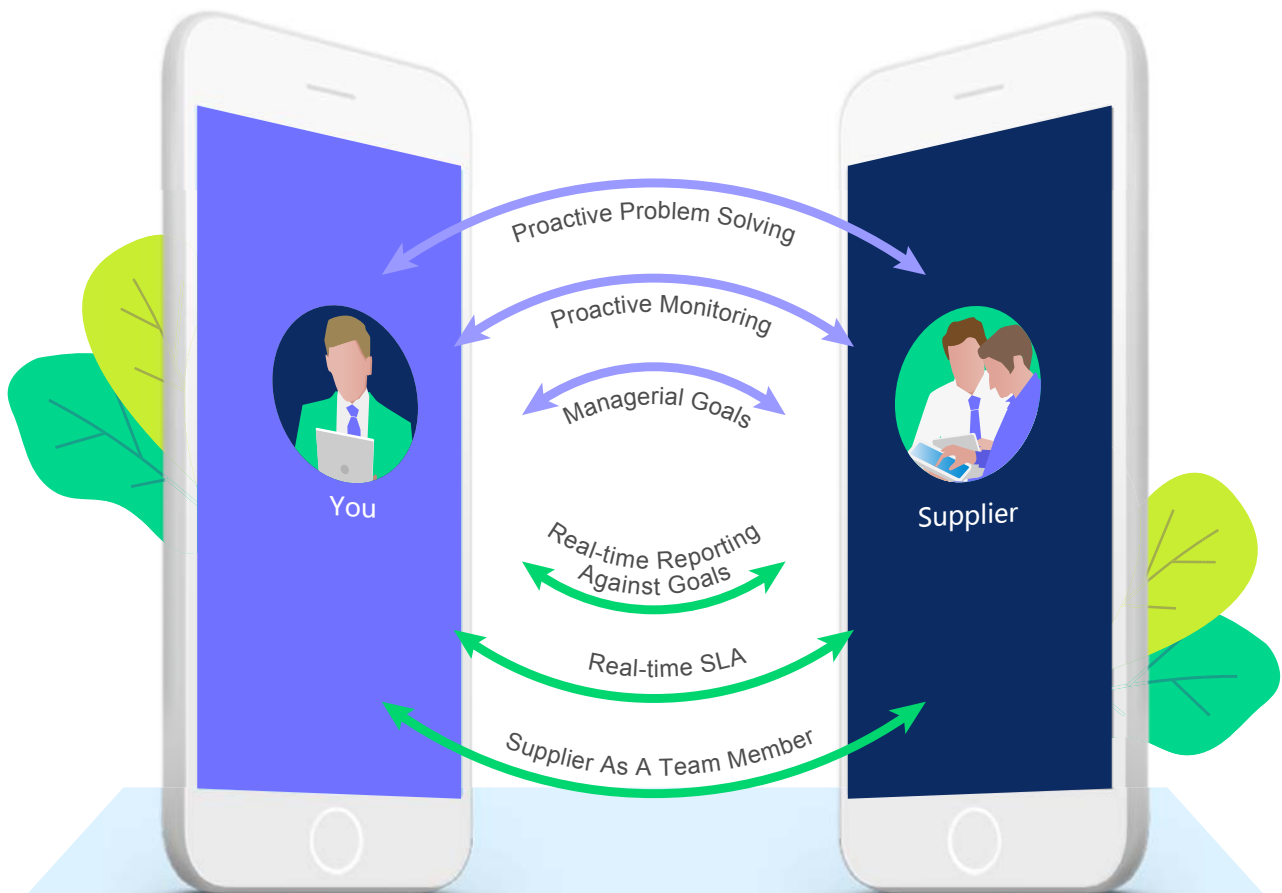Automatically calculate

Calculate Results

8 allows the user to set up the questionnaire for performance appraisal for the target vendor or supplier and can automatically send the questionnaire to the appraisers specified by the user and calculate the result based on the pre-assigned score for each answer for each question in the questionnaire.

The performance appraisal result can be used to advance the vendor or supplier to a higher grade or demote it to a lower grade or even blacklist.

Supplier Relationship

8 provides you the systematic approach of evaluating and classifying your suppliers (e.g., buy-the-market, on-going, partner and strategic alliance) defined in your strategy and managing your relationships with them accordingly.

Proactive Problem Solving

Proactive Monitoring

Managerial Goals

You

Supplier

Real-time Reporting Against Goals

Real-time SLA

Supplier As A Team Member

Besides managing supplier relationship by category, you also need to have a good handle of the following.
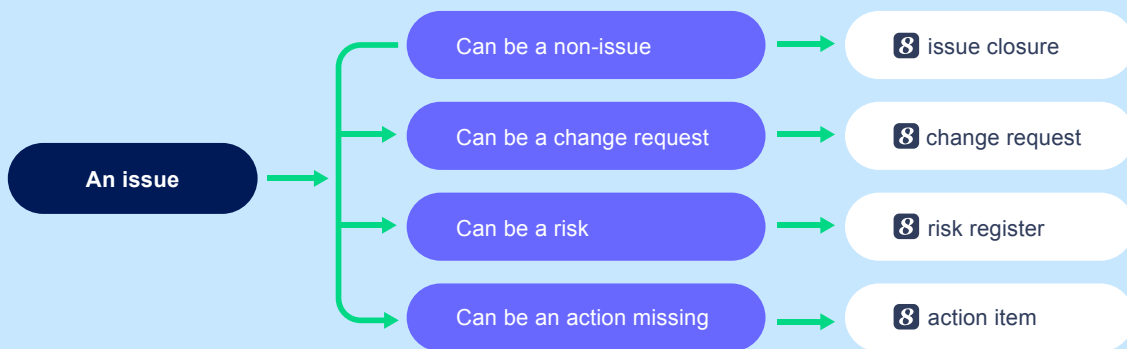
1. Tracking all key interactions and promises

8 provides the tools to maintain corporate memory of the key interactions and promises from both the buyer and supplier sides and be able to view them in chronological order.The easy and clear tracking of what have been discussed and promised helps reinforce that people of the same corporate to have corporate memory and speak with the same tongue.
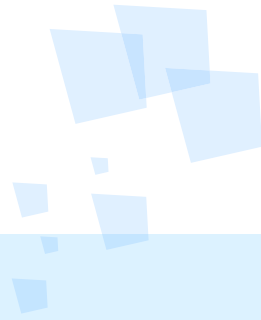
2. Tracking all issues

⑧ allows centralized tracking of issues and actions and provides automated alerts and escalations.

```
An issue ──┬──▶ Can be a non-issue        ──▶ ⑧ issue closure
           ├──▶ Can be a change request   ──▶ ⑧ change request
           ├──▶ Can be a risk             ──▶ ⑧ risk register
           └──▶ Can be an action missing  ──▶ ⑧ action item
```

3. Managing reward and punishment

⑧ can detect any discrepancies between what have been promised and what have been delivered at the earliest possible time to avoid the building-up of over-promising and under-delivering.

👍 Good Performance

Award & Punishment

👎 Bad Performance

Complain
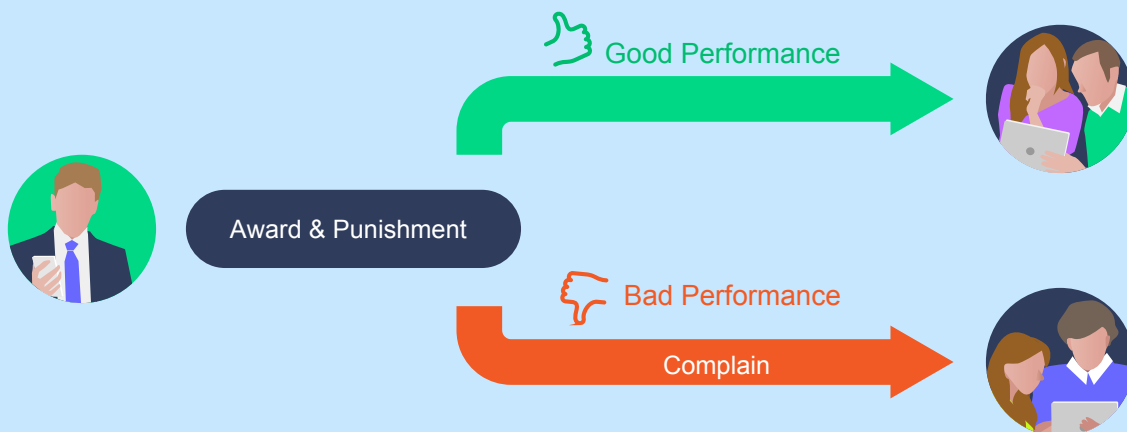
⑧ can support rewards and penalties based on KPI results. The real-time performance-based rewards and penalties help reinforce the enterprise and its vendors to keep their promises or they will face the consequences.

Supplier Analytics

Report supplier performance, issues and risks in real-time

SRM Feature List

Feature	Description
Admission & Classification	
Supplier Info	Support to record basic info of suppliers, such as region, industry, type, grade, product, status, etc.
	Support to timely update suppliers' organization charts and contact info.
Risk identification	Support to connect TianYanCha business search platform to access suppliers' credit information.
On-boarding Approval	Support self-defined appraisal criteria for supplier on-boarding .
	Support self-defined workflows for supplier on-boarding approval.
Supplier Classification	Support to classify suppliers into eight categories such as rejected suppliers, disqualified suppliers and blacklisted suppliers.
Interaction	Support to interact with suppliers based on the classification and record all the interactions.
Performance Appraisal	
Appraisal Type	Support to appraise the performance of one supplier or multiple suppliers at a time.
Appraisal Criteria	Support to use self-defined criteria or template criteria for individual appraisal.
	Support to adopt template criteria for batch appraisal.
Performance Appraisal	Support to score based on pre-defined performance appraisal criteria.
Result Approval	Support to submit the performance result for approval.
	Support self-defined approval flow.
Control Measures	Support to take control measure to suppliers according to their performance results.
	Support three kinds of control measures including rectifying, freezing or blacklisting actions.
Grade Replacement	Support to update the supplier grades according to the performance results.
Report & Alert	
Standard Reports	Provide real-time reports for suppliers such as supplier performance report and supplier growth trend, helping make more reasonable decisions.
Real-time Alerts	Allow user-defined alert rules and auto sending of alert messages for reminding, notification and escalation.
User Interface Personalization	
User Selected & Defined Specific Fields/Pages	Allow to select different fields and subpages for each major screen.
	Allow to define new fields of different types (e.g., text, numbers, date, money, system objects) in each major screens to capture of new info.
	Allow to embed user-defined fields in search criteria and display user-defined field values in each system object's listing page.
User-defined Menus	Allow to define major menus and the sub-menus within each major menu to be shown.
	Allow to define the real-time display components to be used on the personal dashboard.
	Allow to define the default language, default page for each major menu and commonly used navigation flows.

8 can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

8 **SRM** : Supplier Management, e-Procurement and e-Tender

8 **PPM** : Project and Portfolio Management

8 **CRM** : Corporate Client CRM and Consumer CRM

8 **Timesheet** : Resource Time and Cost Management

8 **New Way** : Visual Agile and Lean

8 **Service** : Service Management

8 **EDMS** : Electronic Document Management System

8 **OA** : Office Automation

8 **HCM** : Human Capital Management

8 **All-in-one** : Enterprise Full Automation