



CHECKLIST:

Training New Vendor Owners

Vendor owners are a key part of a successful vendor risk management program because of their specialized knowledge into the vendor's products and services. However, every vendor owner comes to the table with different vendor risk management knowledge and experience levels. In some instances, the vendor owner may not be an expert in vendor risk management. It's up to you to determine their level of understanding and past vendor risk management experiences so you can provide the proper training and education to help them effectively perform their duties.



The following checklist will help your vendor risk management team prepare new (and existing) vendor owners to fulfill their roles and responsibilities successfully.

Explain the Why

Do they understand how vendor risk management relates to your organization? When your vendor owner understands why vendor risk management is essential to your organization and industry, they'll have an easier time becoming proactive and effective.

You should start by reviewing the following:

Regulatory requirements related to vendor risk management for your industry and organization

The strategic purpose of vendor risk management

Ensuring your organization is receiving the expected value and service in the vendor relationship

Protecting your organization's and its customers' privacy and data

Preserving your organization's reputation and brand

Preventing unnecessary legal fines or enforcement actions

Ensuring that your organization can operate during a business interrupting event.

Identify the What (Vendor Risk Management Framework)

Identify and explain what tools your organization uses to support vendor risk management.

Consider your framework's various vendor risk management rules, tools, and processes when you review the following:

Governance and oversight

Vendor risk management policy

Roles and responsibilities

Vendor risk management platform

Vendor inventory

Vendor risk management lifecycle

Inherent risk assessments

Vendor risk ratings

Identification of critical vendors

Exit strategies and plans for critical vendors

Vendor due diligence questionnaires and documentation

Subject matter expert reviews

Contract requirements and management

Vendor performance management

Periodic risk re-reviews

Vendor offboarding

Issue management and escalation



To create a successful relationship with your vendor owners, it's important to confirm that they understand why vendor risk management is important, what their duties are, and how your organization expects their tasks to be completed.

Teach the How

The vendor owner should know how to perform their vendor risk management duties. It's a best practice to ensure that your policies and procedures are easy to understand. Use templates and examples to help your vendor owner follow the lifecycle and create quality outputs.

Since processes vary between organizations, you should teach experienced vendor owners your organization's processes, and be sure to cover the following:

How to access your TPRM system, change their password, or get system related help, if necessary

How your organization adds new vendors to the vendor risk management system

What approvals are needed and when

How to access and respond to messages from other stakeholders

How to complete the inherent risk assessment

The level of due diligence that your organization requires based on risk rating and criticality

How your organization makes requests for due diligence documentation and questionnaires

How your team monitors due diligence progress (and what you do if vendors are unresponsive)

How to access and read completed subject matter expert reviews

How to respond to issues identified during due diligence

How to identify and set up service level agreements and key performance indicators within the system

How to review a contract to ensure necessary terms and conditions are included

How your organization conducts performance reviews (for example, how you enter performance data into the vendor risk management platform and upload performance documentation and reports)

How to identify and log issues in the system

How to access and interpret reporting from the system



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