

# SOP Template: Vendor and Partner Coordination Guidelines

This SOP defines **vendor and partner coordination guidelines**, focusing on establishing clear communication channels, setting expectations for deliverables and deadlines, managing contracts and agreements, ensuring compliance with company standards, coordinating schedules and activities, monitoring performance and quality, resolving conflicts and issues promptly, and facilitating regular review meetings. The objective is to enhance collaboration efficiency, maintain strong business relationships, and achieve shared goals effectively.

## 1. Purpose

---

To ensure effective coordination with vendors and partners by defining structured processes, responsibilities, and communication protocols aimed at achieving organizational objectives and maintaining productive business relationships.

## 2. Scope

---

This SOP applies to all staff responsible for engaging, managing, and coordinating with external vendors and partners.

## 3. Responsibilities

---

- **Vendor/Partner Coordinator:** Primary point of contact; ensures adherence to this SOP.
- **Department Heads:** Approve partnerships; oversee contract compliance.
- **Procurement & Legal Teams:** Support contract management and compliance.
- **Vendors & Partners:** Adhere to agreed terms and schedules.

## 4. Procedures

---

1. **Establish Communication Channels**
  - Identify and assign primary contacts on both sides.
  - Agree on preferred methods and frequency of communication (e.g., email, phone, video meetings).
2. **Set Clear Expectations for Deliverables & Deadlines**
  - Define deliverables, quality standards, and timelines in writing.
  - Include expectations in contracts or statements of work (SOWs).
3. **Contract and Agreement Management**
  - All agreements and amendments must be documented and approved by relevant stakeholders.
  - Store contracts securely and ensure access only to authorized personnel.
4. **Compliance with Company Standards**
  - Ensure all vendors/partners have read and acknowledged applicable company policies (e.g., Code of Conduct, Information Security).
5. **Schedule and Activity Coordination**
  - Align project schedules and milestones using project management tools where appropriate.
  - Share activity updates transparently and in a timely manner.
6. **Performance and Quality Monitoring**
  - Monitor deliverables against predefined KPIs and quality measures.
  - Document and communicate any deviations or concerns promptly.
7. **Conflict & Issue Resolution**
  - Address issues swiftly via designated escalation channels.
  - Document resolution steps and share learnings with relevant parties.
8. **Regular Review Meetings**
  - Schedule periodic check-ins (e.g., monthly or quarterly) to review performance, discuss challenges, and plan upcoming activities.
  - Record meeting minutes and action items.

## 5. Documentation & Records

---

- Maintain comprehensive records of agreements, communications, and review notes.
- Ensure documentation is accessible yet secured.

## 6. Review & Continuous Improvement

---

- Review this SOP annually and after significant issues or changes in regulation.
- Gather feedback from internal teams and external partners to drive process improvements.

## 7. References

---

- [Company Code of Conduct]
- [Information Security Policy]
- [Procurement Policy]