



EFFECTIVE CONTRACT MANAGEMENT – 02 DAYS

Objective:

Do you have the knack to improve value for money through the performance of your suppliers and contractors? If you want to fine tune your skills, this two-day course will provide a complete overview of the process and give you key tools and techniques to improve your own performance and to promote value for money for your company.

Target Audience

Anyone involved in the acquisition and management of all types of contracts in both the public and private sectors, including those who have attended 'Getting started in contract management' or those who may already have some experience of managing contracts but who need to gather more in-depth knowledge, information and practical hands-on experience.

Benefits of Attending

With a better understanding of the key aspects of managing contracts and with the benefit of having practised these on the course, you will be able to manage your contracts more effectively and obtain better performance and relationships with contractors and suppliers.

Course Outline

[Day One – Agenda](#)

Introductions

Reviewing the contract management cycle

- Exploring the issues
- The Contract Management Delivery Model

Managing the business to business relationships

- 'Positioning' the contractors
- Exploring different ways of managing different contracts
- The contractor's perspective
- Some self-analysis
- Using the Market Management Matrix
- Analysing the good and potentially bad relationships
- Identifying where relationships may need to be improved

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Effective interpersonal relationships

- The contract manager's attributes and skills
- How relationships change through the contract cycle
- How trust can develop between the parties
- Controlling the service delivery phase
- The contract management "journey"
- The three phases of the process
- Review of controls available
- Managing contractual claims and variations
- The "disease of contracting"?
- Understanding the implications
- Keeping variations under control

Monitoring and reporting performance

- The four key elements
- Objective and subjective measures
- Reporting performance
- Rating suppliers
- What does good performance look like?
- The close phase
- The close-out meeting
- Lessons learnt - the importance of feedback
- Preparation for the Contract Management Simulator on Day 2
- Familiarisation with the Case Study
- Specification
- Contract terms and conditions
- The contractor
- The stakeholders
- Documentation

Day Two – Agenda

The Contract Management Simulator

- Analysis of the potential relationship with the new contractor and proposed management approach
- Identifying possible difficulties in managing the contractor
- Feedback, analysis and discussion with Course Tutors
- The Inaugural Meeting
- Preparation and Agenda



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- Role-play Inaugural Meeting with the new contractor
- The Inaugural Meeting (continued)
- Preparing the minutes
- Feedback, analysis and discussion with Course Tutors
- Dealing with contract management issues arising
- Overview of contractor's current performance
- Reviewing reports from end users
- Deciding on next steps actions
- Contract review meeting
- Preparation and Agenda
- Contract review meeting (continued)
- Role-play Contract review meeting with the contractor
- Preparing the minutes
- Feedback, analysis and discussion with Course Tutors

Managing scope change and possible contract variation

- Analysis of the background to the scope change
- Deciding on next steps actions
- Contract extension meeting - decision time!
- Review of contractor performance to date
- Preparation for contract review meeting
- Role-play Contract review meeting with the contractor
- Feedback, analysis and discussion with Course Tutors
- Lessons learnt
- Course review
- Discussion with the course tutors of the issues raised and the actions taken
- Learning points to take away

Excelledia Quality Consulting
P.O. Box 206170, Doha-Qatar
Email: info@excelledia.com
Tel: +974 4016 4157
Fax: +974 4016 4159
www.excelledia.com