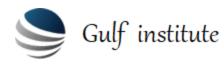
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Effective Contractor Management in Maintenance & Technical Projects

INTRODUCTION

- This highly interactive Effective Contractor Management training seminar will ensure that delegates understand how contractor management will fit in the Asset Management context how to select the right contractor and contract type which suits your sourcing strategy and how to manage and monitor the results. Further, topics such as risk management, safety-health-environment aspects, partnerships, negotiating, people management (winning the hearts of the people) and applying contracts in a complex project environment (Turnkey contracts, Public Private Partnerships PPP) will be considered in this Contracts Management training seminar.
- Delegates will have the opportunity to discuss the existing contracts used in the organization. Through a combination of formal lectures and group work, delegates will leave the training course with the tools to make contracts and contract management highly effective.

This training seminar will highlight:

- Sourcing Strategy within Asset Management
- Contract types inclusive Service Level Agreements (SLA's) and Design & Construct (D&C)
- Selecting the Best Contractor procurement aspects
- Risk Management & SHE
- Monitoring & Managing Performance with Key Performance Indicators (KPI's)
- Negotiating the Contract
- Contractor Management in a Project Environment Turnkey, PPP Contracts
- Managing the Behaviour of People to Get Sustainable Results
- Continuous Improvement Aspects

OBJECTIVES

At the end of this training course, you will learn to:

- Explain the basic elements of effective contractor management and its position within asset management
- Evaluate bids and proposals and choose the right contractor
- Identify, evaluate and manage the risks involved (SHE, performance)
- Manage & monitor the contractor performance in an innovative way
- Develop and negotiate contracts



TRAINING METHODOLOGY

• This Contracts Management training seminar will be conducted along interactive workshop principles. There will be a variance of lectures and practical exercises. Experiences from different areas will be discussed. There will be many opportunities for discussion and sharing experiences.

ORGANISATIONAL IMPACT

The organisation will:

- Understand how to execute contractor management in a professional way
- Have basic instruments to apply a variety of contracts
- Be able to assess the risks involved and how to manage them
- Get the best out of your contractors and avoid potential pitfalls with regard to contractor management
- Save time, money and irritation

PERSONAL IMPACT

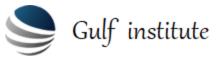
By attending this training seminar, the participants will:

- Gain understanding and practical insight of effective contractor management
- Improve the level of subject matter knowledge & skills
- Work more effectively by applying the right approach
- Add value for themselves
- Be able to plan and develop a future career

WHO SHOULD ATTEND?

This training programme is suitable to a wide range of professionals but will greatly benefit:

- Project Management Professionals
- Operations & Maintenance Professionals
- Reliability, Asset & Plant Professionals
- All Professionals involved in Contractor Management
- Production & Continuous Improvement Professionals
- Contract Management Teams
- Facility Management Teams
- Shutdown and Turnaround Management Teams
- Anyone who wishes to update themselves on Contractor Management
- All Professionals negotiating, managing and verifying contracts in maintenance & technical projects



Course Outline

Contractor Management Basics

- Overview of Contractor Management
- How does it relate to Asset Management?
- (Out)Sourcing Strategies
- Risks Involved Risk Management & SHE aspects
- Grounding the Maintenance Contract with a Risk Based Maintenance concept how to keep that knowledge in-house?

Contract Types for Maintenance & Technical Projects

- Contracts Basic Types
- Contracts Complex Types (Turnkey, Design & Construct, Public Private Partnerships)
- Procurement Aspects
- Choosing the Right Contractor
- Monitoring & Managing Contractor Performance from traditional penalties & rewards to more innovative ways

Developing the Contract

- The Contracting Cycle
- Requirements / Service Levels, RAMS Aspects (Reliability Availability Maintainability Safety)
- Writing the Contract
- Periodic Evaluation & Continuous Improvement Vendor Management
- Partnerships

People Management & Negotiation Aspects

- Implementing Contract Management
- How to Make It Work by Influencing the Behaviour of People
- Negotiating the Contract
- Negotiation Ploys
- Negotiation Tactics & Tips

Final Workshop

- In a very interactive workshop, all major topics of this training seminar will be highlighted and practised in groups. Major topics will be:
- Requirements / Service Levels defining what you want
- Tendering Process
- Contractor Selection
- Contractor Management measuring & managing the performance
- Negotiation
- Evaluation

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