

€ TRAINING

Effective Contractor Management in
Maintenance & Technical Projects



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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.

Course Objectives:

At the end of this course the participants will be able 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

Targeted Audience:

- 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 Outlines:

Unit 1: Contractor Management Basics:

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

Unit 2: 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

Unit 3: 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

Unit 4: People Management & Negotiation Aspects:

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

Unit 5: Final Workshop:

- Requirements / Service Levels - defining what you want
- Tendering Process
- Contractor Selection
- Contractor Management - measuring & managing the performance
- Negotiation
- Evaluation