

# € TRAINING

Maintenance Outsourcing Management Best  
Practices & eSourcing Enabled Practices





# Maintenance Outsourcing Management Best Practices & eSourcing Enabled Practices

## Introduction:

You will learn about the Best Worldwide Practices in Outsourcing Management including eSourcing.

## Course Objectives:

At the end of this course, the participants will be able to:

- Understand how to decide rationally what maintenance activities to outsource and what not
- Learn the features, functions, and benefits of lean maintenance contracts
- Understand the different types of maintenance contracts incl. Service Level Agreements and when/how to apply them
- Learn how to define service levels and monitor the contractor performance
- Learn how to develop and negotiate a maintenance contract
- Recognize the pitfalls
- Understand how to evaluate the delivered performance of all parties involved
- Learn how to implement maintenance contract management

## Targeted Audience:

Maintenance Supervisors & Managers. Procurement and Contract Professionals are responsible for Maintenance Contracts. Key Contractor Staff. All participants will take away a good multi-discipline understanding of the issues involved in their work. The program will help the participants quickly become productive quickly and help build a related Knowledge Framework that will help them identify, understand, classify and remember this program discussed technology, On the job learning, and life experiences.

## Course Outlines:

### Unit 1: Outsourcing Considerations:

- Introduction to program
- Asset management
- The business impact of maintenance
- Considerations in outsourcing maintenance - what to outsource and what not?
- Activity on asset matrix
- Risks involved
- Case study: Outsourcing maintenance activities

### Unit 2: Maintenance Contracts:

- Maintenance contract types
- Parties involved
- The tendering process - modern ways of tendering
- Choosing the right contractor
- Costing the service
- Defining Key Performance Indicators to monitor the performance of all parties involved

- Use of Balanced Scorecard with performance contracts
- Interactive exercise and examples

### Unit 3: Developing the Maintenance Contract:

- Vendor management
- The contracting cycle
- Assemble a team
- Assess, determine and specify the required service levels
- Writing the contract - contents of a maintenance contract
- Interactive exercise: review some existing contracts
- Implementing contract management - how to make it work performance management
- Periodic evaluation & improvement

### Unit 4: Grounding and Negotiating the Contract:

- Expectations about availability, reliability, and costs
- The extensive preventive maintenance schedule - "tricks" of maintenance contractors
- The seven steps to developing a risk-based maintenance concept
- Using the maintenance concept to negotiate more effectively lean maintenance contracts
- Negotiating the contract - negotiation ploys
- Negotiating the contract - negotiation tactics
- Negotiating tips
- Interactive exercise and role-play regarding negotiating

### Unit 5: Final Workshop:

- Development of a maintenance contract in groups
- Defining the requirements and service levels
- Develop the offer
- Selection criteria
- Presenting the bid
- Closing the contract
- Evaluation of results
- Wrap-up