€ TRAINING

Managing Outsourcing Contracts in HR

22 - 26 July 2024
Lisbon (Portugal)

Managing Outsourcing Contracts in HR

REF: H1762 DATE: 22 - 26 July 2024 Venue: Lisbon (Portugal) - Fee: 5940 Euro

Introduction

The course on Managing outsourcing contracts will provide participants an insight into the process to manage outsourcing contracts seamlessly

The course will allow participants to understand the complexity of managing performance, relationship management, and legal terms in outsourcing contracts.

Course Objectives

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

- nderstand the common terms and types of sourcing commonly in use in business environment
- Understand the stages involved in Sourcing including the importance of relationship management
- Learn the role of steering committee in Managing outsourcing contracts
- Explore the elements of Performance Management in outsourcing environment
- Understand the metrics involved in measuring performance
- Learn the process involved in managing New Services
- Understand Legal terms in outsourcing contracts
- Understand Dispute Management process in outsourcing Contracts

Targeted Audience

- HR specialists and managers
- Procurement, Supply Chain, Sourcing, Purchasing and Contract Heads
- Directors
- Vice Presidents
- Engineers
- Executives
- Finance Managers
- Bidding Managers
- Tendering Managers
- Supply Chain Managers
- Claims Managers
- Purchase Engineers
- Bid Managers
- Technical Managers
- Planning Managers
- Buyers
- Sourcing Managers
- Anyone interested in the topic

Course Outline

Unit 1: Introduction

- Outsourcing Terms And Concepts
- Key Outsourcing Relationship
- Outsourcing Continuum
- Why Do Organizations Outsource?
- Outsourcing Challenges
- What Do Organization Outsource?
- Outsourcing Process
- Outsourcing Strategy

Unit 2: Relationship Management and Communication

- Introduction to Relationship Management
- What Is Governance?
- Common Issues With Relationship And Governance
- Steering Committee
- Managing Relationships With Outsources:
- What Is Collaboration?
- Establishing a Service Level Agreement SLA
- Strategic Communication Mechanisms
- Post-Award Orientation Conference
- Post-Award Conference Topics
- Monitoring Performance

Unit 3: Performance Management

- Performance Management & the outsourcing environment
- Base line
- Definitions Of Performance-Based Service Acquisition
- How PBSA Works And Its Benefits
- Effective Contract Performance Tools

Unit 4: New Services Management

- New Service Management
- Managing New Service Requests
- Approaches To Add Flexibility To Existing Contracts
- Considerations When Negotiating A Contract Change

Unit 5: Financial Management

- Fixed cost
- Usage-based Cost
- Mixed allocation
- Benchmarking
- Audits

Unit 6: Understanding Legal Terms in Outsourcing

- Breach/ Material Breach of Contract
- Liquidated damages / penalty / consequential damages
- Force majeure

- Limitation of liability clause
- IPR: Ownership rights in contract
- Subrogation / waiver of subrogation
- Indemnity
- Assignment / delegation clause
- Cumulative remedies
- Transaction cost
- Third party liability
- Negligence / gross negligence
- Termination
- Survival clause
- Performance Guarantee
- Retention Clause

Unit 7: Dispute Resolution

- Dispute Resolution Process