

New Zealand Procurement Academy

Course Outline: Contract Management (2 days)

Who should attend?

With organisations contracting out more of their activities it is becoming increasingly important to ensure that the performance of the supplier/contractor is managed correctly. Companies now focus their efforts on getting the upstream activity correct but unfortunately the downstream activity is just left to happen, the consequences of which can be poor quality, cost and schedule over runs. This workshop will benefit personnel from all disciplines who are required to manage and control contracts for the supply of goods and/or services.

Workshop Content & duration

This interactive 2 day workshop will be conducted using a mixture of theory and practical syndicate sessions followed by group discussion. Delegates are encouraged to bring examples of contracts that they are familiar with. This will enable delegates to share their knowledge of the subject matter with other delegates including common problems and successes.

This workshop will include discussions, exercises and case studies to address the following:

It will enable participants to:

- understand what has been passed from the upstream phase
- examine the business environment to foresee how the supplier/contractor may perform
- review tools and techniques to measure supplier's/contractor's performance
- have an overview of the legal aspects of contracts and how these might be used to advantage
- know what to do when, or if, the contract starts to go wrong
- effectively handle claims, variations and disputes
- have a knowledge of the contractual clauses
- understand KPIs and service credits
- investigate, understand and apply the "soft" and "hard" dimensions to successfully deliver contract performance .

Benefits to participants

By the end of this programme, participants will have an increased understanding of the following:

- why some suppliers and contractors perform better than others
- the success criteria for post award contract management
- possess tools and techniques to improve their own performance
- the difference between contracting for goods v/s services
- be able to ensure that they develop the appropriate behaviour for a given situation

Benefit to the employer/organisation

Organisations will benefit through improved relationships with suppliers and contractors: continuous improvement through properly measured performance providing goods and services to meet customer requirements.