

DAY 1

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?*

DAY 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*

DAY 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

DAY 4

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

DAY 5

Final Workshop

In a very interactive workshop, all major topics of this GL^oMACS 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