PM042:
Effective Contractor Management in Maintenance & Technical Projects
Training Description:

This intensive training course will ensure the participants 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.

Participants 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 course with the tools to make contracts and contract management highly effective.

The course will highpoint:

➢ Sourcing strategy within Asset Management
➢ Contract types incl. Service Level Agreements (SLA’s) and Design & Construct (D&C)
➢ Selecting the best contractor – procurement aspects
➢ Risk management & SHE
➢ Monitoring & managing performance with Key Performance Indicators (KPI’s)
➢ Negotiating the contract
➢ Contractor management in a project environment – Turnkey, PPP contracts
➢ Managing the behaviour of people to get sustainable results
➢ Continuous improvement aspects

Training Objectives:

By the end of the training, 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

Personal Impact:

✓ Gain understanding and practical insight of effective contractor management
✓ Improve the level of subject matter knowledge & skills
✓ Work more effectively by applying the right approach
✓ Add value for themselves
✓ Be able to plan and develop a future career

Organisational Impact:

✓ Understand how to execute contractor management in a professional way
✓ Have basic instruments to apply a variety of contracts
✓ Be able to assess the risks involved and how to manage them
✓ Get the best out of your contractors and avoid potential pitfalls with regard to contractor management
Training Designed for:

This course is intended for Facility management teams, contract management teams, operations & maintenance professionals, reliability, asset & plant professionals, shutdown and turnaround management teams, all professionals involved in contractor management, production & continuous improvement professionals, anyone who wishes to update themselves on contractor management, all professionals negotiating, managing and verifying contracts in maintenance & technical projects.

Training Program:

**DAY ONE:**
- ❖ PRE-TEST
- ❖ Introduction
- ❖ 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 TWO:**
- ❖ Contract Types for Maintenance & Technical Projects
  - 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 THREE:**
- ❖ 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 FOUR:**
- ❖ 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 FIVE:**
- ❖ Final Workshop
  In a very interactive workshop, all major topics of this seminar will be highlighted and practised in groups. Major topics will be:
  - Requirements / service levels – defining what you want
Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:45 - 08:00</td>
<td>Morning Coffee / Tea</td>
</tr>
<tr>
<td>08:00 - 10:00</td>
<td>First Session</td>
</tr>
<tr>
<td>10:00 - 10:20</td>
<td>Recess (Coffee/Tea/Snacks)</td>
</tr>
<tr>
<td>10:20 - 12:20</td>
<td>Second Session</td>
</tr>
<tr>
<td>12:20 - 13:30</td>
<td>Recess (Prayer Break &amp; Lunch)</td>
</tr>
<tr>
<td>13:30 - 15:00</td>
<td>Last Session</td>
</tr>
</tbody>
</table>

For training registrations or in-house enquiries, please contact:
Aisha Relativo: aisha@cmc-me.com
Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615
Training & Career Development Department