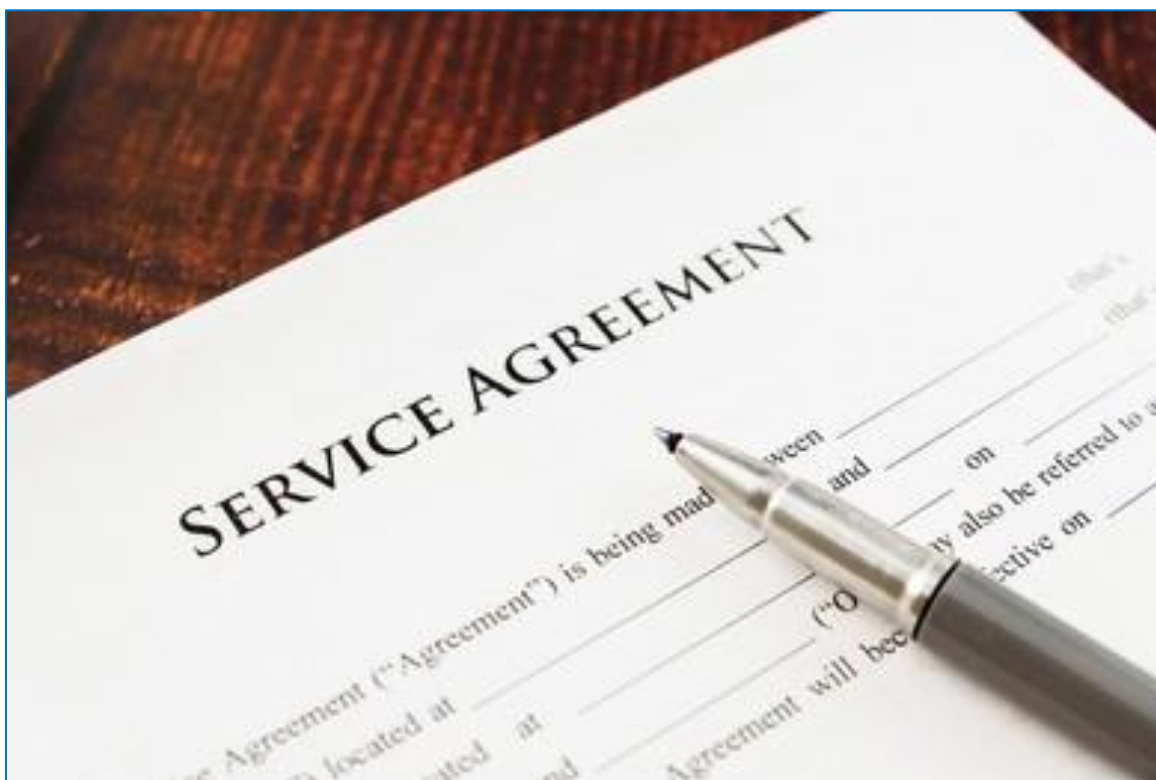




PM302: Service Agreement Administration

Training Overview:

This training course will ensure that you understand how to decide rationally what activities to outsource and what not, how to select the best contractor and how to evaluate the delivered performance of all parties involved. On this Contracts Management training course, you will understand the different contract types, the pros and cons of SAAs, avoid the potential pitfalls and improve the performance. Balanced scorecards to measure the contractor performance, used in several branches will be discussed. Through a combination of teaching and group work, you will leave this training course with practical tools & practices to develop improved SAAs.

Training Program:

Practical Exercises: Plan & draft a range of service level agreements & construct & control contract negotiations & disputes. Articulate how quality to be included within the Procurement processes. Negotiate service level agreements with internal and external suppliers. Document appropriate quality outcomes from service contracts. Evaluate the likely results from alternative service performance frameworks.

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, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

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

Training Fees:

TBA 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:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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