

## Effective Contractor Management in Maintenance & Technical Projects

Date		(\$) Fees	
31 March -04 April 2024	Kuala Lumpur	3500	<a href="#">Register Now</a>

### Why Choose this Training Course?

This highly interactive training course will ensure that delegates 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.

Delegates 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.

**This course will highlight the skills and knowledge areas of Effective Contractor Management in Maintenance & Technical Projects, such as:**

- 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

### What are the Goals?

**At the end of this course, you are 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

## Who is this Training Course for?

**This course is suitable to a wide range of professionals involved in the area of contractor management, but will greatly benefit:**

- Operations & Maintenance professionals
- Reliability, Asset & Plant professionals
- All professionals involved in contractor management
- All professionals negotiating, managing and verifying contracts in maintenance & technical projects
- Production & Continuous Improvement professionals
- Contract management teams
- Facility management teams
- Shutdown and Turnaround management teams
- Anyone who wishes to update themselves on contractor management

## How will this Training Course be Presented?

The course will be conducted along interactive workshop principles. There will be a variance of lectures and practical exercises. Experiences from different areas will be discussed. There will be many opportunities for discussion and sharing experiences.

## The Course Content

### Day One: Contractor Management Basics

- Overview of contractor management and how it relates to asset management
- 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

- 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 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, 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
  - Tendering process
  - Contractor selection
  - Contractor management – measuring & managing the performance
  - Negotiation
  - Evaluation



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