

# Effective Contractor Management in Maintenance & Technical Projects

## INTRODUCTION

- This highly interactive Effective Contractor Management training seminar 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 in this Contracts Management training seminar.
- 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 training course with the tools to make contracts and contract management highly effective.

This training seminar will highlight:

- Sourcing Strategy within Asset Management
- Contract types inclusive 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

## OBJECTIVES

At the end of this training course, you will learn 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

## TRAINING METHODOLOGY

- This Contracts Management training seminar 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.

## ORGANISATIONAL IMPACT

The organisation will:

- 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
- Save time, money and irritation

## PERSONAL IMPACT

By attending this training seminar, the participants will:

- 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

## WHO SHOULD ATTEND?

This training programme is suitable to a wide range of professionals but will greatly benefit:

- Project Management Professionals
- Operations & Maintenance Professionals
- Reliability, Asset & Plant Professionals
- All Professionals involved in Contractor Management
- Production & Continuous Improvement Professionals
- Contract Management Teams
- Facility Management Teams
- Shutdown and Turnaround Management Teams
- Anyone who wishes to update themselves on Contractor Management
- All Professionals negotiating, managing and verifying contracts in maintenance & technical projects

## Course Outline

### 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?

### 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

### 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

### 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

### Final Workshop

- In a very interactive workshop, all major topics of this 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
- Evaluatio