

Advanced Contract Management

To equip delegates with a set of tools and techniques to manage service providers performance to deliver optimum value to their organisations

Program outline

- Understanding the correct contractual foundation
- Defining performance expectations of suppliers
- Defining and understanding power in relationships
- Contractual levers of performance
- The do's and don'ts of service level agreements
- The 'people element' of supplier relationships
- Principles of managing suppliers in complex markets

Benefits to Delegates

By the end of this workshop:

- The delegates will be able to segment suppliers into an appropriate portfolio of relationships.
- The delegates will be able to negotiate effectively both internally and externally within the framework of a positive on-going business relationship.
- Delegates will understand the key elements by which supplier/buyer contracts can be formulated, negotiated and managed.
- Delegates will understand basic principles of managing in a range of complex markets and apply effective persuasive procurement techniques.

Benefit to the organisation

- The organisation will benefit by having a consistent approach and in depth understanding of contract management and ensuring that the appropriate strategies are developed to deliver value back to the organisation.

Duration & Level

- 2 day. Advanced level program

Who should attend?

- Procurement and vendor management professionals who are involved in managing supplier contracts and relationships